



The Yacht Harbour Association Privacy Policy



The Yacht Harbour Association are committed to respecting and protecting your privacy.

Our company name is The Yacht Harbour Association (TYHA), our company number is 1634512 and our registered office address is Marine House, Thorpe Lea Road, TW20 8BF, United Kingdom.

This Policy explains when and why we collect personal information, how we use it, the circumstances where we may disclose it to others and how we ensure it's kept safe.

We may make changes to this Policy, so please check back here from time to time to make sure you are happy with any changes. By using our website, you're agreeing to be bound by our Privacy Policy.

If you have any questions regarding our privacy practices or this Policy, please feel free to email us at lgordon@britishmarine.co.uk or by writing to us at: The Yacht Harbour Association, Marine House, Thorpe Lea Road, TW20 8BF, United Kingdom.

How do we collect information from you?

We may collect information which you give us, or that we collect independently, in one of the following ways:

- When you communicate with us by email or phone
- When you access and interact with our website
- When you apply for membership with us
- When you attend an event with us
- When you subscribe to an e-newsletter
- When you are representing your organisation
- When you apply on behalf of your organisation for accreditation
- When you enter a competition with us



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What type of information do we collect?

We firmly believe that we should only collect and use your information when its necessary for us to do so. What information we obtain on you depends on the reason it is being collected, but may include your:

- Name
- Address
- Email address
- Telephone number
- Internet Protocol (IP) address (when you visit our website)
- Card details (when making a payment to us – please note, we only see the last 4 digits of a card if payment made online, if we take payment over the phone then card details are deleted as soon as payment had been received by us)
- Financial details, being sort code, bank account number and name on account (if you pay us for membership via direct debit, or you are providing services to us)
- Cookies (when you visit our website)
- Correspondence with us

How do we use your information?

As a members organisation representing the marina sector which carries out a variety of different activities, the reasons we use your information will vary according to individual business needs. The following are examples of when we may use your information:

Use of our website

When you visit our website we will receive and store certain information on you such as your internet protocol (IP) address used to connect your computer to the internet, details on your browser type and version, your operating system and platform, the full URL clickstream through, to and from our site (including date and time), a unique reference number linked to the data you enter on our system, cookie number and activity on our website including the pages you visited, searches you made and documents you downloaded. The purpose for this is to monitor and improve our website and service offerings, and our legal basis for doing so is that it is in pursuit of our legitimate business interests.

Attendance at our events/courses

If you attend an event/course with us, we may have you sign an attendance register for the purposes of security and safety reasons and the legal basis we rely upon is that it is in pursuit of our legitimate business interests. The same purposes and legal basis applies to the use of CCTV at our offices.



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Members

We may use your name and email address to send you a variety of information, such as:

- Our online newsletter
- Information on social or networking events and committee meetings
- Details of TYHA general and annual meetings
- Information on events which TYHA is attending and TYHA events which may be relevant to you
- Information on opportunities to exhibit on the TYHA stand at boat shows

Our purpose for sending you this information is to ensure you are kept informed about: details of meetings and events you are entitled to attend, information, benefits and services regarding your organisation's membership with The Yacht Harbour Association. Our legal basis for using your information will depend on whether you are a representative from an organisation with a separate legal identity, if so, our legal basis is generally in pursuit of our legitimate business interests; if you are not, we will generally be relying upon your consent to provide you with this information. However, in some circumstances we may rely upon another legal basis for using your information, such as:

- If you are a representative from an organisation with a separate legal identity, we may rely upon your consent (such as to receive our newsletter)
- If your organisation has no separate legal identity, we may rely upon pursuing our legitimate business interests (such as to send you details of general/annual meetings, or meetings for any committees which you are a member of)

We may also use your name and business address to send you our quarterly Fore & Aft magazine to you. Our purpose for this is to ensure you are kept up to date with the latest news and information relating to the marina, marine industries and member benefits. To do this, we rely upon the legal basis of pursuing our legitimate business interests.

Non-Members

We may use your name and email address to send you our newsletter and details of our events (such as networking events and conferences) if you are a representative of an organisation with a separate legal identity (such as company, LLP) and we rely upon the legal basis of pursuing our legitimate business interests to do so. If you are not a representative of an organisation with a separate legal identity, then we will only send you this information with your consent.

We will use your financial information to obtain payment for events which you have requested to attend. We use this for the purposes of enabling you to attend such events and we rely upon



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the legal basis that it is necessary for the performance of a contract between us. We will also retain details of financial transactions to comply with minimum statutory or other legal, tax, reporting or accounting requirements for the particular data or information.

We may use your name, address and email address to process any competition entries you submit to us. The purpose of this is to enable your entry to be considered and for you to be sent the prize and for you to take part in promotion of your competition win. Our legal basis for doing so is that you have consented to this.

How long do we store your information?

We regularly review our retention periods for personal information. We are legally required to hold certain types of information to fulfil our statutory obligations (for example, basic details of payment received). However, we will only hold your information for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract (membership or otherwise) that you have entered into with us.

If you make a payment to us, or we make a payment to you, we will store a record of the transaction and your information for a period of 7 years.

Should you want to query a retention period for a particular aspect of your information, please feel free to contact us using the information at the bottom of this Policy.

Will your information be passed on?

We will not rent or sell your information to any third parties and will not release your information to any third parties for them to use for their own direct marketing purposes, unless we are required to do so by law or unless you have asked us to do so.

From time to time we may share your information with third parties who are working on our behalf. However, we only do so where it is necessary for completing tasks or services to you and we only provide them with the minimum amount of your information necessary. We also ensure that such third parties are under a contract with us that requires them not to use your information for their own direct marketing and ensuring that they keep your information secure.

Below are some examples of where we may provide your information to a third party:

We sometimes use third party providers to send magazines, e-newsletters, communications and surveys on our behalf. As part of this, we gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our communications and services.



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We will also use your information wherever necessary to comply with any of our legal obligations, or in order to conduct other agreements you may have with us; or to protect the rights, property, or safety of TYHA, our members, or others. This may include exchanging information with other companies and organisations where we deem this necessary (for example, for fraud protection, credit risk reduction or to seek advice or pursue legal claims).

Where we provide links to websites of other organisations, this Policy does not cover how that organisation processes personal information. We encourage you to read the privacy notices on the other websites you visit.

Do you send any of my information outside of the European Economic Area?

Both SurveyMonkey and Mailchimp, whom we may use to send newsletters, surveys and details of events have websites hosted in the US. For more information, please see SurveyMonkey's [Privacy Policy](#) and MailChimp's [Privacy Policy](#).

Do we make any decisions about you using automated (non-human) means?

No, a human is always involved in decisions we make about you.

How do we protect your information?

The security of your data is paramount to us and we strive to ensure we have robust systems in place to protect your data. However, when you send certain non-sensitive data (such as your email address) to us, it is transmitted over the internet and unfortunately we cannot guarantee its security, and you do so at your own risk. Once this information is received by us, we take all steps reasonably necessary to protect it and ensure it is treated securely and in accordance with this Policy.

In addition, we limit access to your information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their duties and responsibilities.



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What are your rights in relation to the information we hold on me?

As a data subject, you have a number of statutory rights. Subject to certain conditions, and in certain circumstances, you have the right to:

- Request access to your personal information: this is generally known as a data subject access request and it enables you to receive a copy of the personal information we hold about you
- Object to the processing of your personal information: this enables you to ask us to stop processing your personal information where we are relying on the legitimate interests of the business as our legal basis for processing and there is something relating to your particular situation which makes you decide to object to processing on this ground
- Request rectification of your personal information: this enables you to have any inaccurate or incomplete personal information we hold about you corrected
- Restrict the processing of your personal information: this enables you to ask us to suspend the processing of your personal information, e.g. if you contest its accuracy and so want us to verify its accuracy
- Request the erasure of your personal information: this enables you to ask us to delete or remove your personal information where there's no compelling reason for its continued processing, e.g. it's no longer necessary in relation to the purpose for which it was originally collected
- Data portability: this gives you the right to request the transfer of your personal information to another party so that you can reuse it across different services for your own purposes

If you wish to exercise any of these rights, please contact us at via email to Igordon@britishmarine.co.uk, with the words 'Data Protection' in the subject line or by writing to us at:

Data Protection
The Yacht Harbour Association
Thorpe Lea Road
Egham
Surrey
TW20 8BF
United Kingdom

If you wish to unsubscribe from mailings then please email:
unsubscribeTYHA@britishmarine.co.uk



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Please note, we may require to you to provide specific information in order to verify your identity and check your right to access the personal information or to exercise any of your other rights. This is a security measure to ensure that your personal information is not disclosed to any person who has no right to receive it.

In the situation where we have relied upon your consent to process your personal information for a specific purpose, you have the right to withdraw your consent for that specific purpose at any time. This will not, however, affect the lawfulness of processing based on your consent before its withdrawal. If you do withdraw your consent, we will no longer process your personal information for the purpose you originally agreed to, unless we have another legal basis for processing.



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What to do if you have an issue with our use of your information

If we have used your personal data incorrectly, we hope you will let us know so that we can make the necessary changes to ensure we use your personal data correctly in future. To comment or complain about how we use your information, please email us on lgordon@britishmarine.co.uk, or by writing to us at:

Data Protection
The Yacht Harbour Association
Thorpe Lea Road
Egham
Surrey
TW20 8BF
United Kingdom

If you have already complained to us, but our full and final response to you has failed to put it right, and you want to take your complaint further, you should follow the process with the Information Commissioner's Office via [this](#) link. For further information, please call them on 0303 123 1113.