

Privacy Policy - Website

1. Introduction

- 1.1 Van Ameyde Marine takes your privacy very seriously. This Privacy Policy tells you, in broad terms, how We use the Personal Data that we collect from your use of Our domain (<https://www.ameydemarine.com>) and all sub-domains of the website. This Privacy Policy also details how We use the data you provide to Us in relation to your claim.
- 1.2 Please read the information contained within this document carefully. By proceeding with access to the Website or the submission of a claim you are deemed to have accepted the information contained within the Privacy Policy.
- 1.3 Any personal information you supply to Van Ameyde Marine Limited will be treated in accordance with the Data Protection Act 2018 and other legislation intended to protect your personal information and privacy.

2. Definitions

- 2.1 “Personal Data” means any information relating to an identified or identifiable natural person (Data Subject); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

“**Special Categories of Data**” means information relating to an identified or identifiable natural person (Data Subject) of a special nature including, but not limited to, medical data, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic or biometric data, sex life or sexual orientation.

“**Data Subject**” means the identified or identifiable living individual to whom personal data relates.

"Processing" in relation to information, means an operation or set of operations which is performed on information, or on sets of information, such as: collection, recording, organisation, structuring or storage; adaptation or alteration; retrieval, consultation or use; disclosure by transmission, dissemination or otherwise making available; alignment or combination; or the restriction, erasure or destruction.

"Data Controller" an organisation or a person who, alone or jointly with other persons, determines the purposes and means of the processing of personal data.

"Data Processor" an organisation or person, other than an employee of the controller, who processes data on behalf of the controller.

"We/Us/Our" means Van Ameyde Marine Limited.

3. What Data Do We Collect?

- 3.1 The personal information Van Ameyde Marine collects may include details such as your name, e-mail address, postal address, and telephone number.
- 3.2 Telephone conversations which we may record but only for training and monitoring purposes and for the investigation of crime including fraud and money laundering and to provide fair processing information.
- 3.3 Where further investigation is required we may seek additional information made publicly available including via social media (Please note that Van Ameyde Marine's Facebook page may be utilised for assessing relevant circumstances pertaining to a claim).
- 3.4 We may also use cookies or similar technologies to collect Website usage information. For further information, please see the section on Cookies on our website. In addition, We may also collect IP addresses via a web analytics package.

4. How Do We Collect Data

- 4.1 Van Ameyde Marine will collect your data in a number of ways. For example:
 - When you contact us through the website, by telephone, post, email or through any other means;

- When you use our service

5. Special Category Data

- 5.1 Special category data, as defined above, will only be collected where we are required to do so to provide our services. We may also collect special category data in order for the prevention of fraud, and we have a legal obligation to do so. The data will be held securely in the strictest confidence and will not be shared with any third parties. We will only process this data under the Article 9 lawful basis conditions for processing this data; Explicit Consent (where you have provided your consent for this data to be processed), Vital interests (where we have received this information and it is within our vital interests to process this) and where the data has been made public (such as on social media or through news articles).

6. Why Do We Collect Your Data?

- 6.1 The personal data we collect from the website may be used for analytical purposes for website development, content and user experience management. We will also use the information collected to safeguard against fraud and money laundering. We are required to report details of suspicious activities to the National Crime Agency (NCA).
- 6.2 If you provide personal information via the website, you will be told what the information you provided will be used for before the information is submitted to us and you will have the chance to withhold or withdraw your consent for a use other than as stated within our 'What Information Do We Collect and How' section.
- 6.3 For information provided by you in relation to your claim, We have been appointed by Our instructing principals (Data Controller) to deal with your claim. Our instructing principals are general insurers, who are party to the claim, and/or the Data Controller. To provide our services, we will need to process your information. The information will consist of the personal data given to us by our instructing principals upon our appointment and during the handling of your claim by us. It will also include any personal data collected by us from you or other parties throughout the claims process. We will only collect this information in accordance with the data protection principles and definitions.

7. Purpose and Lawful basis

Purpose of processing	Lawful Basis
Communicate with you and other interested parties to manage your case	Contract
Make decisions about case assessments	Contract
Provide improved quality, training, and security.	Contract
Prevent, detect, and investigate crime, including fraud and money laundering.	Legal obligation
Resolve complaints, and handle requests for data access or correction.	Contract
Make payments, or arrange for payments to be made	Contract
Analytical purposes for website development, content and user experience management	Consent
Special Category data	Explicit Consent, Vital Interests, Made Public

8. Your Personal Data will:

- Only be collected where we have lawful grounds and legitimate business reasons to do so,
- be dealt with in a transparent and legitimate manner,
- only be obtained and processed for the purposes of handling of your claim and will not be used for any purpose other than for the handling of your claim
- be corrected/updated if you inform us or if we discover that your details have changed or that they are incorrect
- be retained through appropriate organisational and technological measures

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- be securely deleted at the end of the appropriate retention period defined by your Insurer and in compliance with privacy legislation. Specific details for any claim can be provided on request,
- only be provided to others for the purpose of processing your claim and we will ensure that when we do this the recipient has appropriate security measures in place.

9. Sharing Your Data

- 9.1 We do not share your data collected via the website with any third-party organisations, however this may be shared within the Van Ameyde Group.
- 9.2 Where you have provided data for the purpose of Van Ameyde Marine managing your case, this data will be shared with our instructing principle who is the Data Controller of your data. In some instances, Van Ameyde Marine act as a Joint Controller for your data, for further information if we are a Joint Controller please contact us on the details below. This information may also be shared with other third parties including contractors, investigators, and other third parties who may be involved in your case.

10. Protecting Your Data

- 10.1 To protect your data We take all appropriate, reasonable, proportionate, technical, and legal measures. If you believe that your communications with us or the data that We have retained is no longer secure you should contact us immediately. Please see contact details below.
- 10.2 All possible reasonable steps are taken to ensure that your Personal Data is accurate and complete as is necessary for the performance of our services. Should you consider the data We hold is either inaccurate or no longer correct, you have the legal right to have it corrected. See contact details below.

11. Your Rights in Relation to Your Data

- 11.1 Under UK Data Protection law, you have various rights in relation to your data:

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Right to be informed	You are entitled to a minimum set of information concerning the purposes for which your data is processed, which can be found in this Privacy Policy.
Right to gain access	You have the right to gain access to your Personal Data through your data controller. Where we act as a Data Processor of your data, your request will be passed to the Data Controller along with all information relating to your claim.
Right to rectification	You are entitled to request the rectification of any errors in your Personal Data that we hold.
Right to erasure	You can request the deletion or removal of your Personal Data where there is no legal reason for us to continue processing your data.
Right to restrict processing	You have the right to request the restriction or suppression of your Personal Data. This only applies in certain circumstances and is not an absolute right.
Right to data portability	You have the right to obtain and reuse your data for your own purposes.
Right to object	You have the right to object to the processing of your personal data. However, in some circumstances there are legitimate reasons to continue that override this right.
Right to not be subject to automated decision making	You have the right not to be subject to any decision where it has been made solely based on automated processing of your personal data. You can request human intervention in these circumstances.

12. Data Retention

- 12.1 Your data is retained in line with the agreement we have in place with our instructing principal, who is the controller of your data. Your data is not kept longer than necessary to comply with GDPR Article 5(1)(e). The period of how long we keep your data will vary by instructing principal requirements and the type of claim we are handling for you. Data is automatically depersonalised when the retention period ends and Van Ameyde Marine frequently review the automatic depersonalization to ensure this is up to date.

13. Direct Marketing

- 13.1 Van Ameyde Marine do not market any specific product or service, and will never contact you for direct marketing purposes unless we have received your express consent.. Van Ameyde Marine also do not provide your details to any third party for marketing purposes. Van Ameyde Marine will not market to members of the public.

14. Automated Decision Making

- 14.1 Van Ameyde Marine do not conduct automated decision making in relation to your case. Your case is always reviewed by a member of Van Ameyde Marine staff.

15. Contact Details

- 15.1 If you have any questions relating to the way we process your personal data, or any questions on this privacy policy please contact us on the details below:

Address: Business Process Manager, Van Ameyde Marine, The Deep Business Centre, Tower Street, Hull, HU1 4BG

Email: hana.wake@ameydemarine.com

16. Complaints

- 16.1 If you have any concerns in relation to the processing of your data, we ask that you contact us in the first instance using the contact details above, to give us the opportunity to understand the issue and see how we can address it. We will acknowledge all Data Protection complaints within 30 days of receipt. Following on from this, our investigation into your complaint will be completed without undue delay, and you will be updated in regard to this.
- 16.2 If you are unhappy with our response, you have the right to lodge a complaint with the Information Commissioners Office (ICO). To report to the ICO, please use the contact details below:

Address: Head Office, Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Phone: 0303 123 1113

Textphone: 01625 545 860

Fax: 01625 524 510

Website: ico.org.uk