



Privacy & Data Protection Policy

The SWHNBT is committed to protecting and respecting your privacy.

This policy explains when and why we collect personal information about you, how we use it, how we keep it secure and the circumstances when it may be disclosed to others. The policy also explains your rights in relation to that personal information.

We keep this policy under regular review, and may change it from time to time, so please check this page for any updates.

Who are we?

We are the South West Herts Narrowboat Trust, care of 1 Eastnor, Bovingdon, HEMEL HEMPSTEAD, Hertfordshire, HP3 0QL (we, us).

When do we collect your personal information?

When you:

- enquire or book one of our community narrowboats or become a member of the SWHNBT
- submit your details and qualification to become a registered helm
- enquire or book a training course
- join any SWHNBT committee or volunteer for the SWHNBT in any other capacity
- subscribe for email newsletters and updates

What type of information do we collect?

Common information we ask for includes:

- Your name, address, e-mail address and phone number in order to contact you
- Financial and credit card information, in order that we can process your bookings
- Photographs, for instance in connection with photo verified certificates (such as the RYA IW Helmsman certificate)

For those participating in events, training programmes and volunteering.

- Details of any relevant medical conditions which could affect your participation (which will only be collected when you have provided your express consent)
- The name, address, email address and phone number of your next of kin and/or emergency contact
- Details of any relevant training records and training plans
- Any relevant dietary records and details of your dietary requirements

For those applying to join the SWHNBT family as a trustee, committee member, volunteer, contractor or in some other capacity.

- Details of your current occupation and employment history
- Details of any relevant boating, yachting or other sea faring experience you may have
- Health information including any particular health conditions or mental or physical impairments you may have which may impact on your role, and details of your qualifications including the results of any examination or assessment

Additional Information we collect about you when you visit any SWHNBT Website

- Technical information, including the Internet protocol (IP) address used to connect your computer or mobile device to the internet.
- Website Cookies [limited to analytical information]. These can be blocked by changing your browser settings.

When we have obtained your consent to do so;

- when you have opted in to receive email newsletters and other marketing materials

How long do we keep your information?

- We may keep and process your personal information for as long as necessary to fulfil the purposes we collected it for, or for as long it is necessary to do so for legal reasons.
- We will review your personal information regularly to establish whether we are still entitled to process it. If we decided that we are not entitled to do so, we will stop processing your personal information to the extent that it is appropriate to do so and securely delete or anonymise it.
- To determine the appropriate retention period, we will consider the amount, nature and sensitivity of that information, the potential risk of harm from unauthorised use or disclosure, and whether we can achieve the purposes for which we process that personal information through other means.

Where do we store your personal information?

- Your information may be held on secure servers either owned by the SWHNBT or by one of our data processing partners. On occasions your information may be transferred to or stored at other locations, for instance when participating in events. We have in place reasonable technological measures and operational procedures to safeguard your personal information from unauthorised access.
- In some cases you can ask us to delete the personal information we hold about you. Please see the section below.

You have the following rights in relation to the personal information we hold about you:

- to access your personal information
- to be provided with information about how your personal information is processed
- to have your personal information corrected
- to have your personal information erased. Please be aware that erasing your personal information may prevent us from continuing to provide services to you.
- to object to or restrict how your personal information is processed
- to have your personal information transferred to yourself or to another business in certain circumstances

You have the right to take any complaints about how we process your personal information to the Information Commissioner

The privacy policy was last updated on 12 September 2023.

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