

Caley Cruisers Privacy Notice

Caley Cruisers Ltd is a company registered in Scotland, registration number SC059313 and with its registered office at Canal Road, Inverness, IV3 8NF, Scotland. Caley Cruisers Ltd strives to protect the privacy of all personally identifiable information collected during the course of our activities and it is important for you to know how we process your data. We will process your personal information under the terms of this policy and in accordance with any agreement with you. We are committed to ensuring the best standards of practice in all our activities. Visitors to our web site can be assured that the protection of privacy and confidentiality are given the highest priority. We are a data controller in terms under data protection laws (EU General Data Protection Regulation 2016 [GDPR] and the Data Protection Act 2018) and all personal information is collected, held and used in strict compliance with the aforementioned data protection laws. We need to process personal data relating to your booking for the purpose of processing your booking (administrative purposes), to ensure that your holiday arrangements run smoothly and meet your requirements, for audit purposes and to enable us to meet our legal obligations. We will never sell your details to any third party.

Information Collected

We do not collect any personal information from visitors to our website and booking system other than information that is knowingly and voluntarily given. This information is likely to include your name, contact details, payment details, names of people travelling with you, information about your booking, booking history and any additional information we may need to help meet your specific requirements.

Anonymous information may be collected - such as the number of visitors to the website in a given period or details of properties (boat classes) and dates selected for online bookings - but this is purely statistical and cannot be used to identify an individual user. Visitors cannot be contacted unless such information is voluntarily given for the purpose.

Use of Information

For the purpose of processing your booking, we will share your details with our online booking system provider [SuperControl Ltd](#) for the purpose of them delivering their service to us, i.e. to process your booking and to ensure that your holiday arrangements run smoothly and meet your requirements. SuperControl will process personal data on behalf of Caley Cruisers Ltd in its capacity as a data processor.

Our IT support is provided by [sfG Software Ltd](#) and this includes providing and maintaining our database server. sfG Software Ltd are therefore also a data processor on behalf of Caley Cruisers Ltd.

We will never pass any information on to any person who is not responsible for part of your holiday arrangements and we will never sell your details to any third party.

If you make a booking through us we will use the details that you give to provide that booking to you. If you do not provide us with the information required to complete the booking, then we may not be able to provide the booking.

The information you provide may be used in a number of ways:

- to enable us to complete your booking
- to inform you about an incomplete booking
- to help us to provide details or information you may have requested
- to contact you if further information is required in relation to a booking made by you

We may contact you in the future to ask your consent to receive our newsletter or for marketing related to Caley Cruisers Ltd only. If consent is given, you will still be able to withdraw your consent at any time. We will not use your details to contact you for any marketing purpose without having received your consent.

Legal Obligation

We may also use and disclose your personal data for compliance purposes, as required by any legal or taxation authority and to the extent that we are required to do so by law or regulation.

Data Security

We take appropriate measures to safeguard the information we hold from unauthorised access or improper use. Our database is stored in a secure, password protected location. Only users authorised by us have access to this data.

Your information is only stored whilst it is required for the relevant purposes and to meet legal requirements (taxation purposes). Where your information is no longer required, we will ensure it is disposed of or deleted in a secure manner.

Individuals may request details of all personal information held by us so as to contest inaccurate or incomplete data, verify the information and have it corrected as appropriate.

Our website is not targeted at children but in any event personal information will not knowingly be collected from minors.

Any questions relating to the collection or use of personal information should be addressed in writing by email to info@caleycruisers.com or by letter to Caley Cruisers Ltd, Canal Road, Inverness, IV3 8NF.

Please note: Our website contains links to other websites. This policy only applies to this website. When you follow a link to other websites, we strongly advise you that you read their relevant policies.