

STATEMENT

3 September 2018

STATEMENT RE: DATA BREACH IN RELATION TO LICENSING RENEWALS

On 22 August 2018 we discovered a data breach in relation to licensing renewals affecting up to 1,270 customers. The breach was due to a technical issue at our sub-contractor and not a breach of the Trust's security system. No bank/bank card details were released during the breach and we do not believe that any boater was put at any financial risk, but the Trust offers sincere apologies for this error.

We have directly contacted those boaters who were affected and are reviewing our processes and considering what additional measures we can put in place to ensure that this cannot happen again. In line with our General Data Protection Regulation obligations we have informed the Information Commissioner's Office of the breach and await their response.

Any customer with concerns can contact the Trust customer service team on 0303 040 4040.

This statement was updated on 3 September 2018 to reflect the total number of customers affected (around 330 customers whose emails had 'bounced back' are now included in the total figure and have been notified), and further action taken by the Trust.