



Canal & River Trust

Making life better by water

Privacy Schedule for Customers

This schedule sets out the details of our processing of personal information of our customers, including boat licence customers, business boating customers, customers of Waterside Mooring, angling customers, event attendees, tenants to our properties, suppliers, museum visitors, and retail and attraction customers.

What Information We Collect About You

Depending on the circumstances, we may hold some or all of the following about you:

- Your name
- Your contact details
- Payment information (such as credit card and bank details)
- How you would like to hear from us
- Details relating to your boat (e.g. dimensions, index number, insurance, boat safety, qualification for relevant discount etc)
- Details relating to your home mooring (for boaters with a home mooring)
- your boat movements
- Information relating to your disability or other protected characteristics under the Equality Act 2010 (where we are considering reasonable adjustments under our Equality Act Policy for Customer Services)
- Information you provide to us through any customer survey (including Boating Customer Survey)
- Your enquires, feedback, responses to surveys and consultations and details of individual complaints and other direct contact with the Trust
- Information in relation to events you book with us
- Information in relation to any legal or enforcement proceedings
- Information relating to any health and safety reports, including incidents and investigations, that you have reported or been involved with including medical or health conditions resulting from the incident

How Do We Use Your Information

We collect information from your online or paper applications for a boat license, business boating agreement, mooring permit pre-bookings to our museums and attractions or other goods or services from the Trust, responses to surveys and consultations, electronic records of your contact with us such as telephone calls or report an accident or make a complaint.

For boating and mooring customers, we need to do this so we can provide you with a boat license or a mooring permit and communicate with you on boating related matters such as

stoppages, incidents and provide you with our Boater's Update (where you have subscribed to this). If you choose not to provide this information, then we would not be able to provide you with a license or mooring permit. Unless otherwise specified below, we delete this personal information 7 years after the end of the relevant boat license, business boating agreement, mooring permit or other agreement.

We collect boat sighting information, and this is used to evidence boating navigation patterns to ensure that licensing conditions are complied with. We delete this information after 3 years from the end of the relevant license period.

Where necessary we will also process personal data of boaters and retain details of interactions as part of any enforcement action when either licensing conditions or mooring terms and conditions have not been complied with. We delete this information after 7 years from the conclusion of the enforcement action.

For museums and attractions, we collect information to provide the service, product or essential information you expect from us. Where you have given us your consent to do so, to keep you informed about visiting our places, volunteering with us, membership, events, conservation work, fundraising, and shops.

We collect information for suppliers as part of our tender process which may include personal information if you are a sole trader. Your data will only be used for the purpose of completing the tender process. We delete this information after 12 months from the conclusion of a tender process or 7 years from the date of a transaction.

For other customers we delete your personal information after 7 years from the date of our transaction or, if later, the resolution of your enquiry or complaint.

NOTE: Where an accident or incident is reported this information is kept indefinitely in case there are claims further down the line and as per our document retention schedule.

Legal Basis for Processing Personal Information

As our boat licensing activity is a public task, the Trust relies on this as a legal basis for processing this personal data.

For boaters for whom we are making reasonable adjustments under our Equality Act Policy we collect (through our Equality Questionnaire) and process particularly sensitive information (known as special categories of personal data) relating to your disability and other protected characteristics. We do this in order to discharge our public task under the Equality Act 2010. Except where the legislation allows it, this information cannot be processed or passed to a third party without your explicit consent. We take additional security measures to restrict access to this information and we delete this information 12 months after the end of the period of reasonable adjustment.

For other customers, we need to collect information so that we can provide you with a services such as a mooring permit, business boating agreement or other goods or services that we have agreed to and to bring any compliant or enquiry to a resolution. If you could not to provide this information, then we would not be able to provide you with these goods or services and we therefore rely on our contractual relationship with you for processing your personal data in these circumstances.

Retail sales, museums and attractions and events management. We process customer data to fulfil museums and attractions bookings and retail activities. Your data will be used to communicate with you throughout the process, including confirming we've received your order and payment, to confirm dispatch, to clarify where we might need more detail to fulfil an order or booking, or to resolve issues that might arise with your order or booking. Properties may also hold dietary requirements for weddings and events.

Where we do not have a contractual relationship with you as the customer e.g. angler/lets fish attendee we rely on the legitimate interest lawful basis to process your information. Where we rely on this lawful basis, we will conduct a legitimate interest assessment to demonstrate our grounds for relying on this basis.

How We Share this Data

As we need to share information with others to provide the services to you, there is a legitimate interest in the Trust sharing this information. We may also need to share it to meet contractual and legal obligations.

We share customer personal data with the following people and organisations:

- The Trust's external customer contact agent who manages our inbound calls, digital and email enquiries as well as processing licence and mooring payments through our online web-based platform.
- The Trust's legal advisors and external legal advisors, contractors, mooring providers, individuals or organisations with a legitimate interest or duty in exchanging information about you, for boating and mooring customers who are subject to enforcement action or in breach of mooring terms and conditions under the terms of our boat licence and/or mooring permit.
- The Environment Agency for Gold License boating customers.
- The Boat Safety Scheme (a jointly run initiative between the Trust, the Environment Agency and other navigation authorities), for boating customers.
- Police, local authorities and other law enforcement and regulatory and safeguarding agencies where we are satisfied that the relevant agency has demonstrated a proper legal basis for requesting personal information (e.g. prevention and detection of crime, apprehension and prosecution of offenders, administration of justice or collection of taxes) unless there is an overriding and urgent safeguarding concern where non-disclosure would harm the vital interest of any party when disclosure may take place without a request in writing.