CS SHIPPING

PRIVACY POLICY

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Policy Owner: Managing Director

Approved By: Board of Directors

A MESSAGE FROM THE MANAGING DIRECTOR

At CS Shipping, our reputation has been built over many years through professionalism, reliability, honesty and the trust placed in us by our customers, suppliers and colleagues.

Whilst providing excellent service is fundamental to our business, protecting the personal information entrusted to us is equally important. We are committed to handling personal data responsibly, securely and in full compliance with all applicable data protection laws and regulations.

This Privacy Policy sets out our commitment to safeguarding personal information and ensuring that it is collected, used, stored and protected in a fair, transparent and lawful manner. It reflects our commitment to accountability, integrity and respect for the privacy rights of our customers, employees and business partners.

I expect every employee, contractor and representative of the Company to uphold these principles and to take personal responsibility for protecting the confidential information they handle as part of their role.

By maintaining these standards, we strengthen our relationships with customers, support our colleagues, protect our business and ensure CS Shipping remains a company that people trust and are confident to do business with.

Thank you for your commitment to these values.

Managing Director
CS Shipping

This privacy policy sets out how CS Shipping uses and protects any information that you give CS Shipping when you use this website.

CS Shipping is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Please note that CS Shipping is the Data Controller of your personal data. The principles set out in this Privacy Policy apply to all instances in which CS Shipping receives your personal data as a Data Controller for the purposes described in this policy.

CS Shipping may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

The Principles of GDPR

Under the GDPR law there are strict rules called 'data protection principles'. These principles must make sure the information is:-

- used fairly, lawfully and transparently
- used for specified, explicit purposes
- used in a way that is adequate, relevant and limited to only what is necessary
- accurate and, where necessary, kept up to date
- kept for no longer than is necessary
- handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

What we collect

We may collect the following information:

- name
- contact information including email address
- contact telephone numbers
- geographic information such as postcode and postal address
- other information relevant to customer surveys and/or offers
- ID and bank details for payment account applications

We do have the ability to retain some data in our basket through CS Shipping, even if you do not complete your registration or make a booking. Such details are purely used for a one-time operational email which is designed to enquire why you did not complete your purchase and how we can best assist you, should you require any.

We may collect information about your computer, including your IP address, operating system and browser type, for system administration and in order to create reports. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- We may use the information to improve our products and services
- We may periodically send promotional emails about new products or services that may be of interest to you
- Only in situations where there is a legal requirement to do so, or where it is a requirement to fulfil a contract of service or to provide credit we may share your data with 3rd parties.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. Please be assured that we do not store payment details anywhere.

Data Protection Regulations

We are regulated by the EU General Data Protection Regulation 2018.

To ensure compliance with our obligations under these regulations we keep personal data up to date, store and destroy personal data securely, do not collect or retain excessive amounts of data and protect personal data from loss, misuse, unauthorised access and disclosure.

Cookies

Our website does not currently use cookies, however, this may change in the future so you should check this page from time to time to ensure that you are happy with any changes.

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Direct Marketing

- We may from time to time wish to use your personal information for direct marketing purposes. In order to do this, we do require your consent. If you are happy for us to use your personal information for this purpose click here www.csshipping.co.uk/contactus and tick the box giving your consent.
- If you wish to opt out of us using your personal data for direct marketing, then please email consent@csshipping.co.uk – please allow up to 21 days to be removed from marketing distribution lists.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary for a period of 6 years in order to fulfil contracts, legal claims and complaints.

Your Rights

You have the right to request:-

- A copy of your information
- Ask for information to be corrected
- Ask for information to be erased or deleted
- Ask for us to limit or restrict processing
- Object to us processing your data, in particular where we use the data for direct marketing
- Ask us to send you a computer file in a common format containing the personal data that you have previously provided to us, and the right to have your information transferred to another entity where this is technically possible
- The right to object does not apply if we must process the data to meet contractual or legal requirements

Your right to withdraw consent and be forgotten

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent. To do this please email consent@csshipping.co.uk – please allow 21 days to be removed from our systems.

Access to your own personal information

You may request details of personal information which we hold about you under the General Data Protection Regulations 2018. If you would like a copy of the information held on you please write to DPO, CS Shipping, Gallop House, Haslers Lane, Great Dunmow, Essex, CM6 3QX.

If you believe that any information we are holding on you is incorrect or incomplete, please write to CS Shipping or email us (GDPR@csshipping.co.uk) as soon as possible. We will promptly correct any information found to be incorrect.

List of cookies we collect

List below the cookies collected:

COOKIE name	***COOKIE Description***
None currently used	None currently used

Complaints

Should you have any queries or complaints in relation to how we use your Personal Information, please contact us at CS Shipping using the details set out as described below:-

Email: GDPR@csshipping.co.uk
Postal Address: Data Protection Officer, CS Shipping, Gallop House, Haslers Lane, Great Dunmow, Essex, CM6 1XS Your request will be processed within 28 calendar days upon receipt of a fully completed form and proof of identity may be required.

Should you wish to take any complaints or queries any further, you have the right to complain to an EU data protection authority. This can be where you live, work or where the matter occurred. In the UK, the authority is the **Information Commissioner's Office (ICO).** The ICO website has a template letter which may assist you with your complaint, as follows:-
https://ico.org.uk/media/for-the-public/documents/1281/raising-a-concern.doc

https://ico.org.uk/
Email: dataprotectionfee@ico.org.uk
Telephone: 0303 123 1113

Professional. Reliable. Ethical.