

Privacy Notice – Website

Introduction

Caledonian Maritime Assets Limited (CMAL) owns the ferries, ports and harbours and infrastructure necessary for vital ferry services serving the West coast of Scotland, Clyde Estuary and the Northern Isles.

We are wholly owned by the Scottish Government with Scottish Ministers the sole shareholders. CMAL has an executive management team and supporting staff at headquarters in Port Glasgow.

We aim to provide efficient, cost-effective and safe ferries, harbours and port infrastructure for operators, communities and users in and around Scotland.

- Maintaining, improving and enhancing assets such as vessels and the land and property around piers and harbours
- Seeking extra investment to invest in ferries and harbour facilities, making a real difference for people and businesses using these life line services
- Working with stakeholders within Scotland and the wider maritime community to be acknowledged as the principal provider of the most cost-effective yet innovative ferries and port infrastructure to the benefit of the communities we serve.

CMAL uses personal information for a range of purposes and our privacy notices provide information about why we obtain and collect personal information, and how we process it.

The purpose of this website privacy policy (the “Privacy Policy”) is to explain how Caledonian Maritime Assets Limited (“we”/“us”/“our”) will collect and use your personal data (as the term “personal data” is defined by data protection laws) over our website. We are committed to preserving the privacy of visitors to our website, and it is our policy to act in accordance with current legislation in relation to your personal data.

What Information is Collected?

Cookies

Cookies are small files saved to the user’s computer’s hard drive that track, save and store information about the user’s interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website. Some of these cookies collect personal data relating to website usage.

Newsletter

You can subscribe to our newsletter using a form on our website. This form collects:

- Name
- E-mail
- Language preference (English or Gaelic)

Feedback Form

You can use the feedback form on our website. Where you do so, we collect:

- Name (first and last names)

- E-mail
- The message you wish to send us

How will my information be used?

Cookies

This website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device and by allowing the use of cookies, you are consenting to the processing of any personal data.

Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors.

This website also uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website but will not store, save or collect personal information.

You can read Google's privacy policy here for further information

[\[http://www.google.com/privacy.html\]](http://www.google.com/privacy.html).

Other cookies may be stored to your computer's hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

Newsletter

Where you have subscribed to our newsletter, we will use your e-mail address for this purpose only. By submitting your details, you are consenting to your e-mail being processed for this purpose and you can withdraw your consent at any time.

Feedback Form

Personal information submitted using our feedback form will be used for the purpose of responding to your enquiry only. Where you submit general feedback that does not specifically require a response, CMAL will take your submission as consent for processing any personal information. Subsequent processing may also use legitimate interests where it is in the interests of CMAL to take further action. The same lawful bases are used for responding to general enquiries.

Some processing of personal information may be covered by a legal obligation where, for example, you submit a request that is covered by Freedom of Information (FOI) legislation.

Will my information be passed to anyone else?

CMAL uses an organisation to provide marketing services on their behalf, some of which may require them to process personal information on our behalf. Enquiries will be passed to the relevant team within CMAL.

Data processing agreements are place with all other organisations that process personal information on CMAL's behalf, which require processing to be carried out within the EEA, or for appropriate safeguards to be in place where it is carried out by an international organisation. As far as we are able to establish, personal information collected through the website is not transferred internationally.

CMAL has a contracted service for the provision of a Data Protection Officer and your information may be processed in the course of providing that service, for example for the purposes of auditing data protection compliance.

Other than described above, CMAL will never pass personal information to any other third party, unless there is a statutory requirement to do so or the processing is otherwise lawful.

What happens when my information is no longer required?

Cookies

Personal information is retained for 60 days after which the information is either deleted or is held in a form that no longer allows the identification of individuals (anonymised).

Newsletter

Your contact details will be retained until you unsubscribe from the newsletter or withdraw your consent for your contact details to be used for this purpose. When you unsubscribe, your details will be removed as soon as is practicable and in any event, within 5 working days. You can unsubscribe by following the links in any of the newsletters or by using the contact details below. Please note that, in addition to ending out newsletters, CMAL maintains a list of stakeholders for projects separately. There is a separate privacy notice for this list which is available from the [website](#). If you would like to be removed from both the newsletter and stakeholder distribution lists, please e-mail us.

Feedback Form

The retention of information provided on the feedback form will depend upon the subject of the enquiry. All information is retained in accordance with CMAL retention schedules with general enquiries usually being retained for 1 year from the date of last action. After this time, your enquiry or feedback may be anonymised and retained, depending upon the content of the information.

Freedom of information requests are kept for 3 years from the date of response, unless there is an appeal to the Scottish Information Commissioner, in which case they are retained for 6 years from the outcome of the appeal.

Additional Rights

Under the GDPR, you have a number of rights in relation to your personal information. Please note these rights relate to personal information only and not to any corporate information. You have the right to:

- i. request access to your personal information;
- ii. request rectification of your personal information which means you are able to have inaccurate personal information corrected without undue delay;

- ii. request erasure of your personal information when certain conditions apply;
- iii. restrict processing under certain circumstances;
- iv. object to processing;
- v. data portability in some circumstances.

Requests that relate to rectification, erasure or restricting processing will be passed to any recipients of your personal information. Details of recipients can be found under the section [Will My Information be Passed to Anyone Else?](#)

There may be occasions when CMAL is unable to comply with requests to exercise the rights above. Should this apply to a request you make, it will be explained to you why CMAL is unable to comply with the request and any options available to you.

Where your personal information is being processed using consent, one further right is the right to withdraw your consent at any time. You can find out how your personal information is being lawfully processed under the section [How Will My Information Be Used?](#)

Complaints

Should you be unhappy with the way in which CMAL have processed your personal data, you have the right to lodge a complaint with the Information Commissioner, who regulates data protection legislation across the UK. Their contact details can be found at <https://ico.org.uk/>.

Contact Details

CMAL is the Controller for personal information processed as described in this notice.

Website: <http://www.cmassets.co.uk/>.

If you have any queries relating to the website or you wish to be removed from our distribution and circulation lists, please contact info@cmassets.co.uk in the first instance.

If you have any queries regarding the information in this privacy notice, please contact the Data Protection Officer, Liz Taylor - dpo@cmassets.co.uk