



Customer privacy notice

Hunter Maritime Services

Version	Date	Author
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Customer privacy notice

1. This privacy notice tells you what to expect us to do with your personal information.

Contact details

2. Post: 25 Warren Close, Whitehill, BORDON, Hampshire, GU35 9EX, GB
3. Email: enquiries@hunter-maritime.uk

What information we collect, use, and why

4. We collect or use the following information to **provide and improve products and services for clients**:
 - Names and contact details
 - Addresses
 - Occupation
 - Date of birth
 - Financial data (including income and expenditure)
 - Transaction data (including details about payments to and from you and details of products and services you have purchased)
 - Usage data (including information about how you interact with and use our website, products and services)
 - Health information (such as medical records or health conditions)
 - Criminal records data (including driving or other convictions)
 - Information relating to compliments or complaints
 - Video recordings
 - Audio recordings (eg calls)
 - Records of meetings and decisions
 - Website user information
5. We collect or use the following personal information for the **operation of client or customer accounts**:
 - Names and contact details
 - Addresses
 - Purchase or service history

- Account information, including registration details
 - Information used for security purposes
 - Technical data, including information about browser and operating systems
6. We collect or use the following personal information **for the prevention, detection, investigation or prosecution of crimes**:
- Names and contact information
 - Client accounts and records
 - Video recordings of public areas
 - Audio recordings of public areas
 - Video recordings of private or staff only areas
 - Audio recordings of private or staff only areas
 - Call recordings
 - Location data
7. We collect or use the following personal information for **information updates or marketing purposes**:
- Names and contact details
 - Addresses
 - Profile information
 - Marketing preferences
 - Website and app user journey information
8. We collect or use the following personal information for **research or archiving purposes**:
- Names and contact details
 - Addresses
 - Purchase or client account history
9. We collect or use the following personal information to **comply with legal requirements**:
- Name
 - Contact information

- Identification documents
- Client account information
- Any other personal information required to comply with legal obligations
- Criminal offence data

10. We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Account information
- Purchase or service history
- Relevant information from previous investigations
- Customer or client accounts and records
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence
- Location data

Lawful bases and data protection rights

11. Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

12. Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)

- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

13. If you make a request, we must respond to you without undue delay and in any event within one month.

14. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

15. Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

16. Our lawful bases for collecting or using personal information for the **operation of client or customer accounts** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

17. Our lawful bases for collecting or using personal information **for the prevention, detection, investigation or prosecution of crimes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

18. Our lawful bases for collecting or using personal information for **information updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

19. Our lawful bases for collecting or using personal information for **research or archiving purposes**:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

20. Our lawful bases for collecting or using personal information to **comply with legal requirements**:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

21. Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

- Directly from you
- Legal bodies or professionals (such as courts or solicitors)
- Publicly available sources

How long we keep information

22. Our Data retention policy and schedule are available on [Home | hunter-maritime.uk](#)

Who we share information with

23. Others we share personal information with

- Insurance companies, brokers or other intermediaries
- Professional or legal advisors
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media
- Professional consultants

How to complain

24. If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

25. If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

26. The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

27. Helpline number: 0303 123 1113

28. Website: <https://www.ico.org.uk/make-a-complaint>