

SVG Yachting Ltd

## **Privacy Policy**

Our Privacy Policy sets out what information we collect, how we collect it, and what we do with it once it has been collected from our site [www.svgyachting](http://www.svgyachting) (hereinafter referred to as the 'Website'), owned by SVG Yachting Ltd, 128 City Road, London, EC1V2NX.

SVG Yachting Ltd operates from the United Kingdom. It offers yacht charter and services and a broad range of services from concierge requests to boat bookings worldwide. If you have any questions regarding the processing of your personal information, please contact us.

**Your Information:** This refers to information such as your name, contact details, travel preferences and special needs/disabilities/dietary requirements that you supply us or is supplied to us, including any information about other persons on your booking relating to the same ("your information"). Your information is collected when you request information from us, contact us (and vice versa) or make a booking with us. You are responsible for ensuring that other members of your party are aware of the content of our Privacy Policy and consent to your acting on their behalf in all your dealings with us. We will update your information whenever we get the opportunity to keep it current, accurate and complete and we will maintain a marketing dialogue with you until you either opt out (which you can do at any stage) or until we stop promoting our services.

### **Booking Process:**

To make a reservation, you must contact us via email. We would then discuss with you a suitable service provider and the available yachts and once we have confirmed a choice, you will be sent a charter agreement to review and sign. In order for the charter to be finalised and confirmed, it is necessary that you know and expressly accept these charter terms and sign them, as part of the conclusion of the contract, formalised in English. Once signatures have been received by all parties, a confirmation will be emailed to the address you have indicated in the booking process and the deposit payment can be made to SVG Yachting. SVG Yachting will email a confirmation as proof of purchase. The confirmation will be emailed to the address you have indicated in the booking process. You may also request an invoice prior to payment.

The goods and service made available on the website will include information regarding the essential characteristics of the same. The email confirmation received prior to making payment, details all the final prices, expressed in Sterling, with all applicable taxes including VAT. Likewise any management costs or other extras that you will be charged for the purchase of the services will be shown.

### **Payment Terms:**

For bookings within six months of sailing, 25% of the Charter Payment is required in order to secure the charter. The balance of the charter will be due within 30 days of sailing according to the terms outlined on your charter agreement.

### **Our Use of Your Information:**

1. For the purpose of providing you with our services, including your flight, yacht charter, vacation or insurance, etc., we may disclose your information to our service providers. In order for you to travel overseas, it may be mandatory (as requested Government authorities at the point(s) of departure and/or destination) to disclose your information for immigration, security and anti-terrorism purposes, or any other purposes which they determine appropriate. Even if not mandatory, we may exercise our discretion to assist where appropriate. Specifically to contract the services offered, you must be over 18 years of age.

2. We may also disclose your information to companies who act as "data processors" on our behalf, or to our service providers operating systems or business functions on our behalf. These purposes

include administration, accounting and relevant departments providing services (and contacting you when necessary), customer care, improving our service, business management and operation, re-organization/structuring/sale of our business, risk assessment, security and crime prevention/detection, research and analysis, marketing, monitoring, measuring and assessing customer purchasing preferences and trends, dispute resolution, credit checking and debt collection.

3. Some of your information (such as health or religion) may be considered “sensitive personal data” under the Data Protection Act 1998. We collect it to cater to your needs or act in your interest, and we are only prepared to accept sensitive personal data from you on the condition that we have your positive consent. By booking with us you also agree for your insurers, their agents and medical staff to disclose relevant information (which may contain sensitive personal data) to us in circumstances where we need to act in the interest of everyone in the group you are traveling with. Ww will respond to legal requests where we believe in good faith that the response is required by law in that jurisdiction, affects users in the jurisdiction, and is consistent with internationally recognised standards. When we believe in good faith it is necessary to : detect, prevent and address fraud, violations of our policies, or harmful or illegal activity, to protect ourselves, you or others, including part of investigations, medical issues or regulatory enquiries. If you do not agree to our use of your information above, we cannot do business with you or accept your booking.

**Marketing Material:** We may from time to time contact you with information on offers of goods and services, brochures, new products, forthcoming events or competitions. Please note that our websites will assume you to agree to e-communications when you make a booking. You will be given the opportunity to indicate that you no longer wish to receive our direct marketing material. If do not wish to receive such information or would like to change your preference, please refer to the point of “Your Rights” below.

**Your Rights:** 1. You have the right to ask in writing by contacting us to request a copy of the information we hold about you (for which we may charge a fee) and to correct any inaccuracies in your information. 2. You have the right to ask in writing or by email not to receive marketing material about our products and services. Once properly notified by you, we will take steps to stop using your information in this way.

**Monitoring :** To ensure that we carry out your instructions accurately, to help improve our service and in the interest of security, we may monitor and/or record: (1) your telephone calls; (2) customer activities using CCTV recording equipment in and around our premises; and (3) customer transactions and activities on our website. All recordings are and shall remain our sole property.

**Security Statement :** We have taken all reasonable steps to have in place appropriate security measures to protect your information. Your data is stored in the UK and unless we have your explicit consent to such transfer of the data, it would be only ever transferred where an approved code of practice in relation to data protection is adopted.

**Cookie Policy :** SVG Yachting uses cookies, which is a string of information that a website stores on a visitor’s computer, and that the visitor’s browser provides to the website each time the visitor returns. We only use session cookies and third party cookies that do not collect personal data.

#### Data Retention

SVG Yachting stores personal data for the time necessary to achieve the purposes for which the data is collected and including a retention period subject to applicable laws, for a maximum of 5 years.

**Social Media Plug Ins :** This website uses social media plug-ins furnished by the most important social networks such as Instagram and facebook. Users acknowledge and agree that the operation of social network plug-ins available from the website is managed directly by the company that manages the corresponding plug in. SVG Yachting may receive data relating to users, in accordance with the social network’s terms of use and privacy policy and may add data to user’s personal data already collected through its own services. If the user opts to share information with the social networks, SVG Yachting will share the data with them in accordance with the user’s preferences. To prevent those social networks from collecting the personal information of the user, please check the relevant conditions on the social network website.

**Changes to Policy:** Any changes to this Policy will be either posted on our website, brochure and/or made available upon request. If you have any questions concerning the privacy policy and data protection, please contact SVG Yachting’s legal team at [info@svgyachting.com](mailto:info@svgyachting.com)

**Date of Last Revision :** April 2023.