

# Euronav Privacy Policy

Euronav Ltd is committed to maintaining the privacy of all personal data that it collects, stores, and processes. For the purpose of this Privacy Policy, personal data relates to any information which can be used to identify an individual, directly or indirectly, in particular by reference to an identifier such as a name, email, location data, an online identifier or to one or more factors specific to the physical, economic, cultural or social identity of that person.

The policy is in keeping with the General Data Protection Regulation (GDPR)

For more information

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

## Overview

The data that Euronav Ltd collects on you is very limited in nature, we don't need to know your age, ethnic origins, gender etc., for any of our operations and will never ask for it or record it if accidentally given.

Euronav just stores personal information required to process/service an order or a request from yourself for information such a subscribed list.

## What data do we collect?

### Euronav Ltd collects certain types of data about you

#### 1. Information required to process an order or service you place or have with us.

The information gathered is the information required to process the order and is given to us by you. This may include, your name, Company/Organisation, email address, physical address, credit card or other similar data required to process your order.

This data is maintained in our system for as long as required to meet accounting and financial, tax obligations etc, For example sale receipts and invoices and to support your products or to send notices of product updates you have purchased.

This data will be kept securely within the Euronav system, unless its required to be sent to a credit/debit card processor for payment, debt collection service or under legal disclosure requirements by the UK government/court .

Where a service is supplied by a third party such as the UKHO/Admiralty the information required to register you with the third party will be passed to them when processing the order. Authorization is implied when you place this type of order with us.

When is the data removed:

Any information no longer required to service or support your products such as credit card information is removed from our system after the transaction is complete, except where you have explicitly requested us to securely maintain the information for making repeat purchases on the account. This is the exception rather than the rule

The data used to maintain your account in terms of legal and regulatory requirements (invoices/receipts/licences etc) can be retained indefinitely and is done so for at least 7 years. This data cannot be requested to be forgotten until legal expiration.

## **2. When you sign up for a news letter or similar.**

To receive these you will need to subscribe to the required contact method.

You can unsubscribe at any time.

To unsubscribe either click unsubscribed on the last email sent or contact sales@euronav.co.uk using the subscriber email with Unsubscribed in the title.

This will stop all further communications from us accept those required to provide a product or service you have ordered such as S57 ENC updates

If you require these to be stopped you will need to contact sales, this will result in the loss of the service you have paid for.

## **3. Website cookies**

Or similar technology might be used to track your movements across the Euronav Ltd web sites, this information is not correlated with you unless you use the shop and place an order see (1) above.

## **4. If you work for Euronav Ltd (permanent, temporary or contract)**

Personal data will be securely stored and will be used in managing your time with the company such as pay, holiday entitlement, benefits, pensions, career advancement or disciplinary matters or as required by law.

### **Who can/has access to the data?**

Only Euronav staff/contractors with relevant permissions have access to the data. For sales and similar operations the information may be accessed by sales, accounts, management or engineering staff in helping to supply your ordered products.

Third parties such as the UKHO or credit card companies will receive only the information they need to process your order.

### **What procedures, systems and controls are in place to secure the data?**

We will take steps to ensure that appropriate security measures are utilised to protect your personal data, as required by GDPR.

Sensitive information in our control is protected by a number of means including physical access restrictions, encryption etc.

### **International data transfers**

We do not transfer personal data outside the European Economic Area unless it's a requirement and only to the extent to fulfil your order, such as a licence you are purchasing from an overseas data provider.

Other providers such as credit card companies may have their own policies and guarantees about the data provided.

### **What we don't do**

Aggregate your data with data from other sources

Supply your data outside Euronav Ltd unless it's part of an order fulfilment process.

Profiling

Buy in emailing lists - You have to contact us first

### **Your rights relating to your personal data**

Under current GDPR data legislation your rights are:

1. The right to be informed
2. The right to access your information and receive information about its use
3. The right to rectification of your data, to correct or complete it
4. The right to have your information deleted except if part of a legal document
5. The right to restrict the processing of your data
6. The right to data portability
7. The right to object to the use of your information
8. The right to not be subjected to automated decision-making

### **Contacting us about your data**

Please contact

The Administrator

admin@euronav.co.uk or at our currently published address (see euronav.co.uk).

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