



Bayswater Marina Ltd Privacy Policy

1. YOUR PRIVACY IS IMPORTANT

Bayswater Marina Ltd ("Bayswater Marina") recognises that maintaining the privacy of your Personal Information is important and is committed to protecting any Personal Information which it holds.

Bayswater Marina's main business activities are as a provider of Marina Services in Auckland. This Privacy Policy describes the way Bayswater Marina will manage and protect any Personal Information that it collects or that is provided to it in the course of its business activities.

2. WHO MUST COMPLY WITH THIS POLICY

2.1 Bayswater Marina, its employees, and contractors.

3. DEFINITIONS

"Personal Information" means information or an opinion (including information or an opinion forming part of a database) whether true or not, and whether recorded in a material form or not, from which the identity of an individual is apparent, or can reasonably be ascertained (for example, business contact details).

4. BAYSWATER MARINA'S POLICY ON HANDLING OF PERSONAL INFORMATION

4.1 Collection of Personal Information:

- 4.1.1 Bayswater Marina will collect Personal Information or CCTV footage in the course of providing its services to individuals or businesses. Bayswater Marina collects Personal Information and CCTV footage that is necessary for it to perform functions associated with its business activities, which are primarily the provision of Marina Berths and services to individuals and businesses.
- 4.1.2 Bayswater Marina usually collects any contact details directly from you; for example, on forms that you complete, from face to face meetings, interviews, business cards, telephone conversations and other general direct contact that it has with you. However, Bayswater Marina may also receive contact details from an agent acting for you.
- 4.1.3 The information that Bayswater Marina collects will usually include personal contact details such as your name, address and contact numbers, vessel details including such information as insurance cover for the vessel, bank account details to allow ongoing payments for marina services.
- 4.1.4 Bayswater Marina may also collect and record any other information that you provide to it whilst using the Marina services.
- 4.1.5 Bayswater Marina also collects electronic information about you whilst using the Marinas Access Control System, where individual security access cards are individually identified, and information including the time and date of their use is electronically stored within the system's database.
- 4.1.6 Bayswater Marina also operates an advanced CCTV system which is intended to provide a safe and secure environment for you, the staff and the items such as the vessels and cars that the Marina is charged with protecting. The system operates 24/7 and all images are stored on electronic hard drives by the proprietary system.
- 4.1.7 Bayswater Marina's CCTV system can be operated by all Marina staff and contracted security staff. Staff have the ability to move cameras and follow and track vessels, people and cars as they transit through the Marina site. Privacy impacts are minimised as only three members of staff are able to access the electronically stored footage.
- 4.1.8 Bayswater Marina's CCTV system is designed in a way not to intrude on the privacy of any individuals on the site, and Bayswater Marina clearly identifies using signage at multiple locations around the site that CCTV systems are in operation.



4.2 Use and Disclosure of Personal Information:

- 4.2.1 Bayswater Marina understands the importance of protecting your privacy.
- 4.2.2 Any information that Bayswater Marina collects about you will be used to provide you or a business with which you are associated with a variety of marina services or information about such services.
- 4.2.3 Bayswater Marina may also use your Personal Information to provide you with information about other Marina services or any other products or services that it or its related companies offer from time to time. Bayswater Marina may disclose your Personal Information to its related companies for that purpose. If you do not want Bayswater Marina to use your information for these purposes contact the Marina Office on +64 9 446 1600
- 4.2.4 In respect of all of the uses described above, Bayswater Marina may disclose your Personal Information to organisations to whom it or its related companies outsource functions, such as mailing services, call centres or information technology services, but only so that those organisations can perform those functions.
- 4.2.5 Bayswater Marina only reviews stored images from the CCTV system when an event at the Marina requires a review of the images. Where no events have occurred then the images stored are not reviewed prior to them being overwritten during the normal course of action by the storage system.
- 4.2.6 Bayswater Marina does review activity from the access control system during its normal business activities to confirm your attendance at the Marina, or activity at any time at the Marina. Bayswater Marina also uses the Access Control System as a means of identifying when a customer has overstayed their stay at the Marina using in built standard reporting features of the software.
- 4.2.7 Bayswater Marina only releases stored images from its CCTV system that are accurate, complete and relevant. Bayswater Marina does not publically release images collected by the CCTV system unless required by the Police.

4.3 Security and Quality of Personal Information:

- 4.3.1 Bayswater Marina will take all reasonable steps to ensure that any Personal Information, or CCTV footage which it holds is protected from misuse and loss and from unauthorised access, modification and disclosure and to ensure that any Personal Information which it holds is accurate and up to date.
- 4.3.2 Generally, Bayswater Marina will, upon request, amend your Personal Information which is inaccurate, incomplete or out of date. However, if Bayswater Marina disagrees with your request, it will, upon your further request, take reasonable steps to associate with the appropriate record a statement that you claim the information is inaccurate, incomplete or out of date (whichever is relevant).
- 4.3.3 Bayswater Marina appreciates any assistance you might give it to keep any Personal Information that it holds up to date and accurate. Please feel free to contact Bayswater Marina if your Personal Information changes in any way. Contact details for updating or correcting your Personal Information are set out at the end of this Privacy Policy.

4.4 Access to Personal Information:

- 4.4.1 In most cases, Bayswater Marina will give you access to any Personal Information that it holds. Bayswater Marina will handle all requests for access in accordance with the NPPs. In some cases, consistently with the National Privacy Principles, Bayswater Marina may refuse to give you access to Personal Information it holds about you. If Bayswater Marina refuses to give you access it will provide you with reasons for its refusal.
- 4.4.2 Where possible Bayswater Marina will provide access to the CCTV, and Access Control system so that you can review the data that is held by us. In some instances the review of the CCTV footage may impact upon others privacy so a staff member may need to be in attendance to assist with protecting the privacy of others. Where you have requested access to the CCTV system we will keep a log of such requests.



find out more at www.bayswater.co.nz

4.5 Handling of Access Correction and Complaints:

4.5.1 All requests for access, corrections, complaints or queries should be directed (or if attended to, then internally copied) to:

Privacy Officer
Bayswater Marina
21 Sir Peter Blake Parade
Bayswater
Auckland
New Zealand
Ph: +64 9 446 1600
Fax: +64 9 446 1605

Additionally, if you wish to get more information about the way that Bayswater Marina handles your Personal Information you should contact the Marina office on the contact details set out above.

THIS PRIVACY POLICY MAY BE UPDATED FROM TIME TO TIME