



## GAC and your personal data / privacy

As part of its support for customers worldwide, GAC regularly sends business-related information such as Hot Port News bulletins, news updates, newsletters, reports, invitations to events and general information to its clients and contacts. We plan to continue to do so, and trust that you would like to continue to receive this information.

On 25 May 2018, new EU General Data Protection Regulation (GDPR) came into effect to give control of personal data back to citizens and residents. In light of this, and the GAC Group's policy of corporate transparency, we are advising you about the data we collect, store and process to provide you with our regular updates and information.

GAC respects your privacy and will continue to protect all of your personal data that we gather, hold or process. All personal data is treated as strictly confidential and is processed in accordance with applicable data protection laws.

### **What do we collect?**

"Personal data" is information that may be used to identify you or that can be linked to you. It is collected as a result of you voluntarily providing it to us in a number of scenarios, such as: communicating with us by email or other channels; subscribing to receive GAC news bulletins and updates, alerts, or other materials; or signing up for an event.

The data we collect typically includes your name, postal address, e-mail address, job title and business affiliations. If you are a member of a business network, we may also process certain data about your previous employment and, in some cases, your private phone number, postal address and e-mail address.

The information we collect may also be supplemented by information gathered from other sources such as online searches via publicly available search engines, sector-specific newsletters, social media and/or your employer's website.

### **Why do we collect this information? How is it used?**

We only process your personal data where it is necessary for the purposes of legitimate interest, namely sending you information and updates that we feel is relevant to you and your business. Where necessary, we will obtain your consent.

Specifically, we use such information:



- To send you newsletters, port updates, corporate news and other information that you have subscribed to through the GAC website and/or through contact with GAC personnel;
- To send you invitations to events, specific to your sector or business speciality;
- To maintain and update our list of contacts and market intelligence in enable us to tailor our service offering to your specific business needs.

Please note that GAC has a strict policy of not selling, hiring out, distributing or otherwise making your personal data available to any third party. We may, however, share relevant information with our suppliers to enable them to facilitate the above.

### **How do we handle your personal data once collected?**

We handle and process your personal data exclusively for the purposes outlined above, in order to maintain and enhance our business relationship and fine-tune our communications with you regarding our operations, activities, events and intelligence services. In doing so we act in accordance with all respective laws, whilst respecting the legal rights and freedoms of our business contacts.

### **How to we share data internationally?**

Only individuals who need to process personal data for the purposes mentioned above have access to your personal data.

As GAC is a global organisation and the shipping, logistics and marine support we offer may cross borders, it may be necessary to share certain information with our regional head offices in Dubai, Singapore, Houston, Rotterdam, or with individual country offices around the world, to enable them to send you updates and invitations.

In the same spirit, we may also need to give our suppliers and sub-suppliers access to your personal data when they provide services on our behalf. This is primarily to maintain and support our IT systems.

### **How do we store your personal data?**

Your personal data is held on our customer management system for the specific purposes outlined above for as long as you are our business contact. So that we can check that you wish to continue that relationship, GAC will send you a message every year, reminding you that we hold certain data about you for business purposes giving and you the opportunity to unsubscribe if you no longer wish to receive our communications, updates and invitations.



If you choose to unsubscribe, we will cease data processing and remove your information from our contact management system.

### **How do we protect your data?**

GAC uses all appropriate technical and organisational security measures to help protect your personal data against loss and to guard against access by unauthorised persons. This includes the use of secure private (VPN) connections for all data transfers between offices. Our security policies and procedures are regularly reviewed and, where necessary, revised to ensure our systems are secure and protected.

### **What are your rights and options?**

We welcome your feedback and encourage you to advise us of any concerns you may have.

You have the right to know what personal data we hold about you and may request a copy of the same. Incorrect information can be corrected upon your request. You may also object to the holding and processing of certain information about you and request that limits are imposed on that holding and processing. You may also request your personal data in a machine-readable format and have that data transferred to another party responsible for data processing.

Finally, you can ask us to delete your personal data from our records. However, you should note that limiting your personal data that we hold or deleting it completely will mean that you will no longer receive GAC bulletins, updates, newsletters, reports, invitations and general information.

If you are dissatisfied with the way that GAC processes your personal data, you have the right to report this to the Information Commissioner's Office. Their contact details are at:

[www.ico.org.uk](http://www.ico.org.uk)

### **Contact us**

If you have any questions about GAC's handling of your personal data, please contact us at

[gdpr@gac.com](mailto:gdpr@gac.com)

### **Unsubscribing**

If you no longer wish to receive GAC's updates, marketing communication and invitations, you may unsubscribe here.