

Data Protection & Privacy

Carriden Boatyard Ltd. | Customer information and website enquiries

Updated 13 October 2026 • Approved customer information

We respect the privacy of everyone who contacts Carriden Boatyard or uses our facilities. This document explains what personal information we collect, why we need it, how we look after it and what rights you have. It replaces our older general GDPR explanation and should be read alongside the Privacy Policy on our website.

1. Who is responsible?

Carriden Boatyard Ltd. is responsible for the personal information it uses in running the boatyard and storage business. You can contact us by telephone on 07905 611147, by writing to Carriden Boatyard Ltd., Carriden Industrial Estate, Bo'ness, EH51 9SF, Scotland, or through the Contact & Visit page at www.carridenboatyard.co.uk. We normally use direct email correspondence after we have sent you a welcome email.

2. What information do we collect?

- Contact details: customer name, postal address, telephone number, email address and other details supplied with an enquiry or storage agreement.
- Boat, container or project details: ownership, dimensions, storage arrangements, access or safety information and related correspondence.
- Administration: signed terms, confirmations of acceptance, account and payment records, invoices and relevant correspondence.
- Emergency contacts: next-of-kin or other nominated contact details for use where there is an urgent safety or operational need.
- Photographs for customer recognition, only where reasonably needed for identifying a customer or their boat/unit as described in our terms.
- Website technical information reasonably needed to operate and protect the website and respond to enquiries.
- CCTV images: recordings from the recently installed cameras, which may show identifiable people in monitored areas.

3. Why we use this information

Enquiries. We use contact details and correspondence to answer questions, arrange visits and consider storage enquiries. Where you ask us to enter an agreement, this is generally necessary for steps taken before a contract or for our legitimate interests in responding to enquiries.

Storage arrangements. We use customer and property details, records of acceptance and billing information to manage storage agreements, supply agreed services and receive payments. The main lawful bases are performance of a contract and, for certain records, compliance with legal obligations.

Safety and security. We use emergency contact information and limited recognition details where reasonably necessary for safety, security and responsible boatyard management, usually relying on legitimate interests.

Business records. We retain information needed for accounting, tax, dispute handling and other legal duties, where legally required or reasonably necessary.

We do not rely on consent simply because a customer signs our Terms & Conditions. Where consent is legally needed for a separate purpose, we will ask for it specifically. We collect only what is reasonably needed; without essential contact or boat/project details, we may be unable to provide storage.

4. Next of kin and emergency contacts

Customers are asked to tell their nominated emergency contacts that they have supplied their details to Carriden Boatyard for emergencies and to direct them to this notice. We use those details only where necessary, keep access limited and ask customers to update them if they change. Emergency contacts may ask us what information we hold about them.

5. Sharing, safeguarding and keeping records

We do not sell customer information. We may share limited information with service providers who help us administer the business or website, professional advisers, banks, emergency services or authorities, where necessary and lawful. We require appropriate safeguards from service providers. Some providers may process information outside the UK; if this happens we must use a lawful transfer mechanism or other appropriate protection.

We take proportionate steps to protect electronic and paper records and limit who can see them. We keep personal data only for as long as needed for the original purpose, an active storage arrangement, or applicable legal and accounting requirements, then securely dispose of it. Emergency contact details should be removed when no longer needed. We review our record-keeping arrangements periodically.

6. Website information and CCTV

Our website may use essential cookies and security tools. If we introduce optional analytics or third-party features that require consent, we will provide the appropriate information and choices. External links, including map services, have their own privacy policies.

Carriden Boatyard has recently installed CCTV for security, crime prevention and investigating safety incidents. Cameras may record identifiable people in the areas they cover, and CCTV warning signs are displayed on both entrance gates and around the boatyard. We generally rely on our legitimate interests in protecting people and property. Recordings may be viewed by authorised people and shared with the police or other recipients when necessary and lawful. CCTV recordings are routinely retained for 60 days. Relevant footage may be kept longer where necessary and lawful, for example to investigate an incident or preserve evidence.

7. Your information rights

You can ask to see the personal information we hold about you, request corrections, and in appropriate circumstances request deletion, restriction, portability or object to certain uses. These rights are not absolute: the law may require us to retain certain records. We will deal with valid requests without undue delay and normally within one month, subject to the rules on identity checks and extensions.

8. Questions or complaints

If you have a question, want to exercise your rights or wish to complain about how we handle personal information, please telephone us or write to the address above. We will make it easy to raise a complaint, acknowledge it within 30 days, investigate appropriately and provide an outcome without undue delay.

You may also complain to the Information Commissioner's Office (ICO), the UK data protection regulator: ico.org.uk/make-a-complaint/. We encourage you to contact us first so we can try to resolve your concern.

9. Keeping this notice up to date

We will review and update this notice whenever there are material changes to the information we collect, how we use it, our service providers or legal requirements. The current approved version will be available with our customer documents and Privacy Policy.