

**This and the following 1 page comprise Schedule 16 referred to in the foregoing Contract between the Scottish Ministers and Serco Ltd.**

## **SCHEDULE 16 – DATA PROTECTION**

### **1. Introduction**

- 1.1. Data Processing provision as required by Article 28(3) GDPR.
- 1.2. This Schedule includes certain details of the Processing of Personal Data in connection with the Services.

### **2. Subject Matter and Duration of the Processing Of Personal Data**

- 2.1. The subject matter of the Processing of Personal Data are set out in this Contract.

### **3. The Nature and Purpose of the Processing of Personal Data**

- 3.1. Personal Data may be processed to enable communications about customers using the facilities of the Northern Isles Ferry Services for the purpose of:
  - (1) Customer enquiries;
  - (2) Ticket bookings and updating of information for the carriage of passengers, vessels and freight.
  - (3) Customer complaints processing;
  - (4) Processing of data to meet Contractual Obligations on performance reviews.

### **4. The Types of Personal Data to be Processed**

- 4.1. The types of personal data include:
  - (1) Name;
  - (2) Date of Birth;
  - (3) Gender;

- (4) Address;
- (5) Telephone and Mobile numbers;
- (6) E-mail addresses;
- (7) IP address;
- (8) Vehicle details and Registrations;
- (9) CCTV images at Ports and On-Board;
- (10) Demographic Information;
- (11) Names of additional Passengers travelling;
- (12) Bank Details;
- (13) Credit Card Details;
- (14) Personal Description and Photograph.

## **5. The Categories of Data Subject to Whom Personal Data Relates**

- 5.1. Customers using the Northern Isles Ferry Services.
- 5.2. The obligations and rights of the Purchaser as the Data Controller are set out in Clause 27 of the Contract.