



Data Privacy Notice and Consent

Approved by: Cristina Sanchez Date: 05/10/2021

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Version control

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Written by:	Ian Goodwin
Owner of document:	Sharron Smith
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Privacy Statement Summary:

Who will use my data?	Octopus International Business Services Limited
What for?	We will store and process your data as either a client, agent, intermediary, or other third-party in order to allow us to provide our company formation and business services to you including Gibraltar Company formation, Re-opening Gibraltar Companies, Banking, Merchant services, Yacht registration, and other related services.
What will happen if I contact you?	If you contact us we will use your information and send you any information you have requested.
What data will be stored?	We will store your personal details in order to provide our services to you and to comply with all related regulations. We will store details of the services we provide for you plus associated personal information and related financial information as required to provide those services, take payments, and maintain our relationship with you.
What data will be shared?	We will not share your data with any third parties other than as described here. We may share your information with law enforcement, government agencies, or any regulator or legal body that requests it.
How long will my data be kept?	Your data will be stored for as long as necessary to provide our services to you and to run our business. We may need to store certain information indefinitely in order to respond to future requests.
Who can access my data?	We will never sell, share or otherwise distribute your data to any third party other than as described here and as necessary to provide our services to you and run our company.
How is my data kept secure?	We will store your data on secure servers or in secure filing systems. We use industry standard

	security protocols and technology to secure data.
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We take your privacy seriously and will only use your personal information to provide the business services you have requested from us. We will never sell, share or use your personal information other than as described here.

About This Privacy Policy

This policy sets out how we will use and share the information that you give us. This policy describes your relationship with Octopus International Business Services Limited. The Gibraltar General Data Protection Regulations (GDPR) describe how organisations must collect, handle, process and store personal information.

These rules apply regardless of whether data is stored electronically, on paper or on other materials. To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully. GDPR is underpinned by six important principals. These say that personal data must:

- Be processed fairly and lawfully
- Be obtained only for specific, lawful purposes
- Be adequate, relevant and not excessive
- Be accurate and kept up to date
- Not be held for any longer than is necessary
- Processed in accordance with the rights of the data subjects and protected in appropriate ways

We take these responsibilities seriously. This document describes our approach to data protection.

This policy helps to protect you and us from data security risks, including:

- Criminal, malicious, fraudulent, mischievous or other acts that threaten your privacy
- Breaches of confidentiality. For instance, information being given out inappropriately.
- Failing to offer choice. For instance, all individuals should be free to choose how the company uses data relating to them.
- Reputational damage. For instance, the company could suffer if hackers successfully gained access to sensitive data.

Who We Are And How To Contact Us

Octopus is a trading name of Octopus International Business Services Limited that is registered in Gibraltar and is registered with the Gibraltar Regulatory Authority. You can contact us in any of the following ways:

The Data Protection Officer

Email: GDPR@octopus.gi

Phone: 00350 200 77779

Website: <https://www.octopusoffshoreagents.com/>

Post: 13/1 Line Wall Road, Gibraltar, GX11 1AA

Who this privacy policy applies to

Octopus International Business Services Limited is a Corporate Service Provider, licensed and regulated by the Gibraltar Financial Services Commission, under license number: FS0827B. This policy relates to users of Octopus International Business Services Limited. Processing of your data is required in order to offer you these services. This policy applies to individuals who have shared their data with Octopus International Business Services Limited as either a client, employee, supplier, agent, intermediary or in any other capacity.

It applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside of the GDPR. This can include:

- Names of Individuals
- Postal addresses
- Email Addresses
- Telephone numbers
- Financial information
- Company information
- Personal information
- And any other information relating to individuals including sensitive personal information

What this policy applies to

This section describes the lawful basis for processing your data and applies to the information about yourself that you choose to provide us with or that you allow us to collect. This includes:

- Information you provide us with such as your name, email address and contact details, and other preferences
- When you contact us in order to discuss using our services
- Information we collect, store, and process in order to provide our services to you
- Information about how you use our website
- Information relating to the company formation and business services we offer to you and other transactions including financial and other personal information required to complete these transactions
- Information given and stored as part of our ongoing relationship

We may collect and process sensitive data about you.

How your information will be used

We will only use your personal data for the purposes for which we collected it and as you would reasonably expect your data to be processed and only where there is a lawful basis for such processing, for example:

Purpose/Activity	Type of data	Lawful basis for processing
To register you as a new customer	(a) Identity, (b) Contact, (c) Sources of Funds (d) Sources of Wealth (e) Contracts	(a) Legal obligation to carry out AML/KYC checks, (b) Performance of a contract with you and with your consent
To process and deliver the services you request including managing payments, fees and charges, and to collect and recover money owed to us	(a) Identity, (b) Contact, (c) Financial, (d) Transaction, (e) Personal and Professional information	(a) Performance of a contract with you, (b) Necessary for our legitimate interests (c) with your consent

To manage our ongoing relationship with you which will include notifying you about changes to our terms, services, or privacy policy, to maintain our records	(a) Identity, (b) Contact, (c) Personal information, (d) Marketing and Communications	(a) Performance of a contract with you, (b) Necessary to comply with a legal obligation, (c) Necessary for our legitimate interests to keep our records updated and to study how customers use our services
To administer and protect our business	(a) Identity, (b) Contact, (c) Personal (d) Financial	(a) Necessary for our legitimate interests for running our business, provision of administration and IT services, (b) Necessary to comply with a legal obligation
To make suggestions and recommendations to you about business services that may be of interest to you	(a) Identity, (b) Contact, (c) Technical, (d) Usage, (e) Profile	Necessary for our legitimate interests to develop our services and grow our business

We may collect and process information about you, and may take personal information from:

- Information that you provide to us when contacting us about our services
- Information relating to any business services we provide you
- Other sources including social media, credit vetting companies, ID verification services, and a wide range of other services as required to operate our business

Personal data we receive will be used for the purposes it was provided, including:

- To respond to queries from you regarding our business services

- To carry out our obligations arising from any contracts entered into between you and us including provision of services, and to respond to queries from you regarding those contracts
- To manage and administer the relationships between you and us
- To notify you about changes to our services and to otherwise communicate with you; for example, we will use your contact details in order to respond to any queries that you submit to us

How to change your preferences

We operate in line with Gibraltar GDPR data protection guidelines. We respect your rights and will respond to any request for access to personal information and requests to delete, rectify, transfer, data and to stop processing. We will also advise you on how to complain to the relevant authorities, namely the Gibraltar Regulatory Authority. Any requests or objections should be made in writing to the Data Protection Officer or you can visit our website, call, or email us to contact us to change your preferences at any time.

Scope of Agreement

By submitting your personal data on this site or as required for us to provide services to you, you are affirming your agreement for such information to be used in accordance with this privacy policy. You will be able to change your preferences at any time by the methods described as prescribed in this document.

We may from time to time use your information for account management or relationship management purposes. The main purpose of this is to provide you with information about business services which we think may be of interest to you and/or to maintain any existing relationship we may have with you.

Opting out at a later date

Where you give your consent for us to process your data, for example when you agree to us processing financial data, you can contact us to amend or withdraw your consent at any time. You can also choose to object to processing and request deletion of your data. We respect all user rights as

defined in GDPR. If you have any comments or wish to complain please contact us.

How we store and process your data

Your data will be stored in some cases permanently to ensure we can respond to requests in the future. See our Data Retention and Erasure policy for details.

In order to provide our services to you we may use recognised third parties to take payment, conduct credit reports and other checks, manage our company accounts and provide banking services. We will store transactions, payment and order data for up to 7 years or for as long as required by UK financial and company regulations. These third parties may operate outside the EU, if this is the case we will ensure precautions are in place to protect your data.

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to find out more about how the processing for the new purpose is compatible with the original purpose, please email us. If we need to use your personal data for a purpose unrelated to the purpose for which we collected the data, we will notify you and we will explain the legal ground of processing.

We may be legally obliged to disclose your personal information without your knowledge to the extent that we are required to do so by law; in connection with any ongoing or prospective legal proceedings; in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

Our obligations

We are a data controller. In relation to the information that you provide to us, we are legally responsible for how that information is handled. We will comply with the Gibraltar GDPR in the way we use and share your personal data.

Among other things, this means that we will only use your personal data:

- Fairly and lawfully
- As set out in the legislation and this policy
- To the extent necessary for these purposes
- We will take steps to ensure your data is accurate and rectify data as necessary

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Third Parties

We may have to share your personal data with the parties set out below for the purposes described in this document:

- Third-parties as required to provide our services to you.
- Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, credit scoring, banking, legal, fraud protection, insurance and accounting services.
- HM Customs, the Tax Office, regulators and other authorities based in Gibraltar and other relevant jurisdictions who require reporting of processing activities in certain circumstances.
- Third parties to whom we sell, transfer, or merge parts of our business or our assets.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We will report any breaches or potential breaches to the appropriate authorities within 24 hours and to anyone affected by a breach within 72 hours. If you have any queries or concerns about your data usage, please contact us.

Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

As well as your ability to accept or reject cookies, we also require your permission to store cookies on your machine, which is why when you visit our site, you are presented with the ability to accept our terms of use, including the storage of cookies on your machine. Should you not accept then you are free to leave our website, at any time. For more information please read our Cookies Policy.

Contacting us, exercising your information rights and Complaints

If you have any questions or comments about this Privacy Policy, wish to exercise your information rights in connection with the personal data you have shared with us or wish to complain, please contact: The Data Protection Officer at Octopus International Business Services Limited. We will process SARs within 30 days, SAR responses are usually free but we reserve the right to charge for excessive or unfounded requests. We fully comply with Data Protection legislation and will assist in any investigation or request made by the appropriate authorities.

If you remain dissatisfied then you have the right to apply directly to the Gibraltar Regulatory Authority for a decision. The Gibraltar Regulatory Authority can be contacted at:

Gibraltar Regulatory Authority,

2nd Floor, Eurotowers 4,

Europort Road,

Gibraltar,

GX11 1AA.

www.gra.gi