

New Dimension Scuba, whose place of business is situated at Tower Place, Triq San Gerald, St Paul's Bay, Malta, would like you to know that we care how information about you is used and stored. We appreciate your trust in us to do that carefully and sensibly. This notice describes our privacy policy and forms part of our website terms and conditions

These guidelines falls into line with General Data Protection Regulations (GDPR)

By enquiring about our services or products or by visiting [www.nds-malta.com](http://www.nds-malta.com) OR emails through the Website or directly to email address you are accepting and consenting to the practices described in this Privacy Policy which covers our normal working practises

These policies will also extend to enquiries via social media such as, but not limited to, Happy Fox Chat, Facebook, Instagram, Whatsapp, Skype and direct telephone enquiries

New Dimensions Scuba believes it is important to protect your Personal Data and we are committed to giving you a personalised service that meets your needs in a way that also protects your privacy. This policy explains how we may collect Personal Data about you. It also explains some of the security measures we take to protect your Personal Data, and tells you certain things we will do and not do. You should read this policy in conjunction with any Terms on our website or published elsewhere.

When we first obtain Personal Data from you, or when you take a service or product from us, we will give you the opportunity to tell us if you do or do not want to receive information from us about other services or products. You can normally do this by ticking a box on an application form or contract. You may change your mind at any time by emailing us at the address below.

[info@nds-malta.com](mailto:info@nds-malta.com)

Some of the Personal Data we hold about you may be 'sensitive personal data' within the meaning of the 'Data Protection', for example, information about your health or ethnic origin.

## 1. Collecting Information

We need to collect Personal Data about you from a number of reasons, including the following:

1.1 From you when you agree to take a service or product from us, in which case this may include your contact details, date of birth, how you will pay for the product or service and your bank details.

1.2 From you when you contact us with an enquiry or in response to a communication from us, in which case, this may tell us something about how you use our services.

1.3 From third parties to whom you have provided information with your consent to pass it on to other organisations or persons- such as the training agency members section e.g. PADI Pros website

## 2. Using Your Personal Information

2.1 Personal Data about our customers is an important part of our business and we shall only use your Personal Data for the following purposes and shall not keep such Personal Data longer than is necessary to fulfil these purposes:

2.1.1 To help us to identify you when you contact us.

2.1.2 To help us to identify accounts, services and/or products which you could have from us. We may do this by automatic means using such things as a database analysis search, which uses the Personal Data you have provided.

2.1.3 To help us to administer and to contact you about improved administration of any services and products we have provided before, do provide now or will or may provide in the future.

2.1.4 To allow us to carry out marketing analysis and customer profiling (for in-house use only), conduct research, including creating statistical and testing information to help fine tune our internal procedures

2.1.5 To help to prevent and detect fraud or loss.

2.1.6 To allow us to contact you in any way (including mail, email, telephone, visit, text or multimedia messages) about products and services offered by us where:

2.1.6.1 these products are similar to those you have already purchased from us,

2.1.6.2 you were given the opportunity to opt out of being contacted by us at the time your Personal Information was originally collected by us and at the time of our subsequent communications with you,

2.1.6.3 and you have not opted out of us contacting you since the original opportunity.

2.1.7 To allow us to contact you in any way (including mail, email, telephone, visit, text or multimedia messages) about products and services offered by us where you have expressly consented/requested to us doing so.

2.1.8 We may monitor and record communications with you (including phone conversations and emails) for quality assurance and compliance.

2.1.9 We may check your details with fraud prevention agencies. If you provide false or inaccurate information and we suspect fraud, we will record this.

2.2 We will not disclose your Personal Data to any third party in accordance with this Privacy Policy.

2.3 We may allow other people and organisations – such as training organisation like PADI - to use Personal Data we hold about you in the following circumstances:

2.3.1 If we, or substantially all of our assets, are acquired or are in the process of being acquired by a third party, in which case Personal Data held by us, about our customers, will be one of the transferred assets. If we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings.

2.3.2 We employ companies and individuals to perform functions on our behalf and we may disclose your Personal Data to these parties for the purposes set out in clause 2.1 or, for example, for fulfilling orders, delivering packages, sending postal mail and email, removing repetitive information from customer lists, analysing data, providing marketing assistance, providing search results and links and providing customer service. Those parties

are bound by strict contractual provisions with us and only have access to Personal Data needed to perform their functions, and may not use it for other purposes. Further, they must process the Personal Data in accordance with this Privacy Policy and as permitted by the Data Protection Laws in place. From time to time, these other people and organisations to whom we may pass your Personal Data may be outside the European Economic Area. We will take all steps reasonably necessary to ensure that your Personal Data is treated securely and in accordance with this Privacy Policy and the Data Protection Act 1998.

2.4 Where you give us Personal Data on behalf of someone else, you confirm that you have provided them with the information set out in this Privacy Policy and that they have not objected to such use of their Personal Data. This is particularly important in situations for parents/guardians giving information regarding minors.

2.5 In connection with any transaction which we enter into with you:

2.5.1 We will not hold credit card details beyond the service being paid for, at the time of the transaction

2.5.1.1 credit card transactions can only be executed where you have given us your express consent, (preferably in your presence) and

2.5.1.2 fraud prevention checks.

2.5.2 If you provide false or inaccurate information to us and we suspect fraud, we will record this and may share it with other people and organisations. We, and other credit and insurance organisations, may also use technology to detect and prevent fraud.

### 3. Protecting Information

We have strict security measures to protect Personal Data.

3.1 We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input.

3.2 We send scanned copy of the transaction showing only the last four digits of your credit card numbers/receipt when confirming an order. Of course, we transmit the entire credit card number to the appropriate credit card company during order processing through our normal EPOS system

3.3 We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.

3.4 It is important for you to protect against unauthorised access to your own personal information, passwords and your computer. Be sure to sign off when you finish using a shared computer.

3.5 We protect access to the emails, web and social media by changing the password and by only using the highest strength passwords possible.

## 4. The internet

4.1 If you have communicated, or will in the future, with us using the internet, we may occasionally email you about our services and products. When you first give us Personal Data through the Website, we will normally give you the opportunity to say whether you would prefer us not to contact you by email. You can also always send us an email at any time if you change your mind.

4.2 Please remember that communications over the internet, such as emails, webmails IM and social media, are not secure unless they have been encrypted. Your communications may go through a number of countries before they are delivered - this is the nature of the internet. We cannot accept responsibility for any unauthorised access or loss of Personal Data that is beyond our control.

## 5. Cookies

When we provide services, we want to make them easy, useful and reliable. This sometimes involves placing small amounts of information on your computer. These are called 'cookies'. These cookies cannot be used to identify you personally and are used to improve services for you, for example through:

- Letting you navigate between pages efficiently
- Enabling a service to recognise your computer so you don't have to give the same information during one task

- Recognising that you have already given a username and password so you don't need to enter it for every web page requested

- Measuring how many people are using services, so they can be made easier to use and that there is enough capacity to ensure they are fast

To learn more about cookies, see:

- [www.allaboutcookies.org](http://www.allaboutcookies.org)

- [www.youronlinechoices.eu](http://www.youronlinechoices.eu)

- [www.google.com/policies/technologies/cookies/](http://www.google.com/policies/technologies/cookies/)

Users typically have the opportunity to set their browser to accept all or some cookies, to notify them when a cookie is issued, or not to receive cookies at any time. The last of these options, of course, means that personalised services cannot be provided and the user may not be able to take full advantage of all of a website's features. Refer to your browser's Help section for specific guidance on how it allows you to manage cookies and how you may delete cookies you wish to remove from your computer.

Multiple cookies may be found in a single file depending on which browser you use.

No personal information is gathered such as names, addresses or contact details.

## 6. Links

6.1 Websites may include third-party advertising and links to other websites. We do not provide any personally identifiable customer Personal Data to advertisers or third-party websites.

6.2 Third-party websites and advertisers, or internet advertising companies working on their own behalf, sometimes use technology to send (or 'serve') the advertisements that appear on the our Website directly to your browser. They may automatically receive your IP address when this happens. They may also use cookies, JavaScript, web beacons and other technologies to measure the effectiveness of their ads and to personalise advertising content.

**We do not have access to or control over cookies or other features that they may use, and the information practices of these advertisers and third-party websites are not covered by this Privacy Policy.** Please contact them directly for more information about

their privacy practices. In addition, the Network Advertising Initiative offers useful information about internet advertising companies, including information about how to opt-out of their information collection.

We exclude all liability for loss that you may incur when using these third party websites.

## 7. Further Information

If you would like any more information or you have any comments about our Privacy Policy, please email us at [info@nds-malta.com](mailto:info@nds-malta.com)

We may amend this Privacy Policy from time to time without notice to you, in which case, we will publish the amended version on the Website. You confirm that we shall not be liable to you or any third party for any change to this Privacy Policy from time to time. It is your responsibility to check regularly to determine whether this Privacy Policy has changed.

You can ask us for a copy of this Privacy Policy and of any amended Privacy Policy by writing to the above address or by emailing us at [info@nds-malta.com](mailto:info@nds-malta.com). This Privacy Policy applies to Personal Data we hold about individuals. It does not apply to information we hold about companies and other organisations.

If you would like access to the Personal Data that we hold about you, you can do this by emailing us at [info@nds-malta.com](mailto:info@nds-malta.com) there may be a nominal charge to cover administrative costs.

We aim to keep the Personal Data we hold about you accurate and up to date. If you tell us that we are holding any inaccurate Personal Data about you, we will delete it or correct it promptly.

Please email us at [info@nds-malta.com](mailto:info@nds-malta.com) to update your Personal Data.