

eSeaClear Privacy Policy

The mission of eSeaClear is to make clearance formalities fast and easy for yacht masters, their crew and passengers. eSeaClear respects the privacy of users and is committed to protecting your personal information.

All capitalized terms not defined in this policy have the meanings given to them in the Terms of Use (as may be amended from time to time).

Information we collect and use

We collect any information you enter on our web site or give us in any other way. This includes information that can identify you ("personal information"), including your first and last name, email addresses, and details on arrival or departure notifications (such as date of arrival/departure, vessel name, and personal information on passengers and crew). You can choose not to provide personal information to us, but in general some personal information about you is required in order for you to register as a User; enter or edit Voyage Information; complete a Voyage Notification; participate in a survey; ask us a question; or initiate other transactions on our site.

In order to customize the User experience and maintain session information, we use Cookie technology which stores small data text files on your computer. No personal information will be stored in cookies. The Help portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. Please note that if you refuse to accept cookies, you may not be able to access some of or any of the services offered on our site.

If you provide us with personal information of others, you will only do so by first obtaining their consent (and in accordance with all applicable laws).

How we use your information

We use the personal information about you for the following general purposes: to provide you with the products and services you request; to manage your account; to communicate with you in general; to respond to your questions and comments; to measure interest in and improve our products, services, and web site; to notify you about offers, products or services from us, our partners or affiliates that may be of interest to you; to otherwise customize your experience with this web site; to solicit information from you, including through surveys; to resolve disputes, or troubleshoot problems; to prevent potentially prohibited or illegal activities; to enforce our Terms of Use; and as otherwise described to you at the point of collection.

You may opt out of receiving marketing or promotional communications from us by emailing us at support@eseaclear.com.

Disclosure of information to others

We disclose your personal information to government authorities in eSeaClear participating countries for the purpose of providing the services. We also share your personal information with third parties who help us in the delivery of our own products and services to you. These third parties may not use that information for any purpose other than assisting us in providing those products and services.

Other than as described in this policy, we do not sell, rent, or otherwise provide personal information to any third parties for secondary purposes. We may disclose personal information if we are required by law to do so.

Your choices about your information

You may review, correct, or delete the personal information you submit to us at any time; however, a Voyage Notification that you submit cannot be amended after it is processed by the authorities. To make changes to your personal information, simply log into your account and make the necessary changes. Please be aware that even after your request for a change is processed, eSeaClear may, for a time, retain residual information about you in its backup and/or archival copies of its database. For clarity, the government authorities to whom you have submitted a Voyage Notification may store, retain, disclose and use the personal information you have provided in accordance with the laws of the country of the jurisdiction to which the Voyage Notification relates.

How we protect your information

Security for all personally identifiable information is extremely important to us.

To prevent unauthorized access, maintain data accuracy and ensure the correct usage of information, we monitor and adjust our physical, electronic and managerial procedures to safeguard and secure the information we collect online. We also regularly audit our system for possible vulnerabilities and attacks, and we use a highly secure data center for hosting the service.

However, since the internet is not a 100% secure environment, we cannot ensure or warrant the security of any information you transmit to eSeaClear. There is no guarantee that information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards.

It is your responsibility to protect the security of your login information, and for controlling access to your email communications at all times. Please note that emails, and other means of communication using the internet to eSeaClear are not encrypted, and we strongly advise you not to communicate any confidential information through these means.

Your personal information will be stored by eSeaClear Inc. in Antigua and Barbuda and will be subject to the lawful access requirements of the governmental authority in Antigua and Barbuda. We are not responsible for their storage, disclosure or use of your information.

Voyage Notification

A Voyage Notification may contain personal information. A Voyage Notification is intended to be used by appropriate government or border authorities (for example: customs or immigration); however, government or border authorities may store, retain, disclose and make use of your personal information in accordance with the laws of the country of the jurisdiction to which the Voyage Notification relates.

External links

Our web site may provide links to resources that we believe may be useful. If any part of this web site links you to other web sites, those web sites do not operate under this Privacy Policy. We recommend you examine the privacy statements posted on those other web sites to understand their procedures for collecting, using, and disclosing personal information.

Changes to this privacy policy

We may periodically update this policy. To ensure you remain aware of any changes to our Privacy Policy, we advise you to consult our privacy statement regularly. Any and all changes to this policy will be posted on eSeaClear's web site. In addition, the policy will indicate the date it was last revised. You are deemed to accept and agree to be bound by any changes to the policy when you use eSeaClear's web site or service after those changes are posted.

How to contact us

If you have questions or comments about our privacy policy, please send them to our customer service team at support@eseaclear.com or through the eSeaClear Feedback link on www.eseaclear.com.

This Privacy Policy is effective as of July 22, 2012.