

- Do not:
 - bend or write on the card – avoid keeping it in your back pocket
 - scratch the card
 - tamper with the chip
 - place stickers on it or otherwise deface it
 - punch holes in it
 - use it as a tool
 - expose to extreme heat
 - place near magnetic fields
 - leave in direct sunlight

Areas that you can access

In the interests of security, safety and functionality you will be allowed access only to certain controlled areas which have been approved by the Felixstowe Dock and Railway Company in respect of the Port of Felixstowe.

Data Protection

In order to operate RHIDES we collect, process, store and use your personal data. These clauses give information about how and why we use the personal data in compliance with the applicable laws and regulations that are designed to protect personal data. It also sets out your individual rights in relation to that personal data.

The personal data we process may include your name, date of birth, driving licence number, nationality, second language, photograph, employer's details, details of what ID you presented to us, your mobile number, your email address, your driver number and your RHIDES card number. We also process special personal data in the form of a biometric algorithm.

The purpose of collecting, processing, storing and using such personal data is for the operation of the RHIDES system. RHIDES is used by us to increase security and safety within controlled areas at the Port of Felixstowe as part of the requirements of The International Ship and Port Facility Security Code and for port operational purposes. The personal data and special personal data we collect is used to verify your identity, to ensure that only those individuals whose identity has been verified have access to the secured area in order to release containers to you and record results of your Haulier Assessment Test. We will use your mobile number to manage container release and contact you regarding location updates, safety concerns or emergency incidents whilst on the terminal.

We are collecting, processing, storing and using the personal data and sensitive personal data on the basis that we have obtained your explicit consent and the data will not be collected, processed, stored or used without your written consent for us to do so.

We have put in place appropriate physical, technological and organisational security measures to protect personal data and special personal data against loss or theft, as well as from unauthorised access, disclosure, copying, use or modification, regardless of the format in which it is held. These measures are reviewed periodically and upgraded in line with legal and technological developments. In all cases we will take appropriate steps to ensure that personal data and special personal data are stored securely and that access is restricted only to those employees with a legitimate purpose.

We may also from time to time share your data with third parties to process data under our instructions. These third party data processors will be subject to contractual obligations to implement appropriate technical and organisational security measures to safeguard personal data and to process it only as instructed.

Some of the recipients that we may share personal data and special personal data with may be located in countries outside of Europe. In some cases, this may include countries located outside the European Union and/or European Economic Area ("EEA"). If recipients are located in other countries without adequate protections for personal data and special personal data, we will take all necessary measures to ensure that transfers out of the EEA are adequately protected as required by applicable data protection law.

You have certain rights in relation to your data including the right to access your data, to rectify inaccurate or incomplete data, to erasure of your information and to request the transfer of your data to you or a third party. If you wish to exercise any of these rights, or if you have any questions or concerns in relation to these provisions, please contact us at The Port Police Pass Office, Port Police Station, The Dock, Felixstowe, IP11 3SY. All individuals also have the right to lodge a complaint with the Information Commissioner's Office.

We will keep the personal data and special personal data we have collected whilst your RHIDES card remains valid and for a period of time thereafter as may be required by applicable law(s) or as is necessary to for security purposes, subject to the limits of available technology.

You have the right to withdraw your consent to the processing of your personal data and sensitive personal data at any time. This will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent then we will be required to cancel your RHIDES card and you will no longer be able to access the controlled areas at the Port.

In addition to the personal data and sensitive personal data which we collect for the purposes of operating RHIDES, we may collect, process, store and use personal data about you in accordance with the terms of our Privacy Notice which can be found on our website at www.portoffelixstowe.co.uk.



TERMS OF OPERATION REGULATING USE OF RHIDES FOR DRIVERS

Conditions of Use

- The identification card is issued to you as evidence of your status as being an employee of a haulage company having access to the controlled areas within the Port of Felixstowe.
- You shall be responsible for the safekeeping of your identification card and must take all reasonable care to prevent your card being damaged, lost, stolen or misused in any way.
- Your card remains the property of the Felixstowe Dock and Railway Company at all times.
- We (The Felixstowe Dock and Railway Company) reserve the right to withdraw all cards, suspend access to port facilities or replace the card with one or more alternatives, without prior notice.
- We reserve the right to withdraw from an individual, any or all of the facilities of the card and request that the card be surrendered if we have evidence the card is being misused in any way.
- You must display (above the waist) the card at all times whilst at a controlled area.

YOUR CARD IS A SOPHISTICATED AND VALUABLE PIECE OF EQUIPMENT AND SO MUST BE TREATED WITH CARE. THE FIRST THING YOU MUST DO IF YOU THINK YOUR CARD IS LOST OR STOLEN IS TO REPORT IT TO THE PORT POLICE PASS OFFICE. A PRIMARY FUNCTION OF THE CARD IS ACCESS CONTROL, AND AS SUCH, A LOST OR STOLEN CARD IS POTENTIALLY A SERIOUS SECURITY RISK.

Lost or Stolen Cards

- If your card is lost or stolen, you must inform the Port Police Pass Office at the Port of Felixstowe immediately. It is your responsibility to report your lost card.
- You can report by telephoning the Port Police Pass Office on **01394 604830, 604812** or visiting the Port Police Pass Office in person. Once reported, the card is then cancelled /suspended immediately in order to prevent misuse.
- In order to obtain a new or replacement card you may be required to pay a fee. This is irrespective of whether it has been lost or stolen.

Problems with your card

- If you have a problem using the card you should report it to the Port Police Pass Office. For example, if the biometric authentication is erratic. This may be because the card is malfunctioning or the system does not recognise the card.
- If the photograph on the card becomes out of date or any of the particulars change please visit the Port Police Pass Office for a replacement.
- If a replacement card is issued, the original card is cancelled and destroyed in order to prevent misuse.
- If the picture, and personal details become illegible, or the card becomes damaged and therefore unusable then please visit the Port Police Pass Office for a replacement
- Cards which are damaged or faulty will be replaced upon request – if it appears to have been caused through negligence or misuse, a fee may be charged.

Care of your card

- Each card is unique and is intended to last until its expiry date (which will be printed on the face of it). However, misuse of your card may result in its failure to operate. A failed card will cause you inconvenience until it can be replaced.
- Your card should be placed in the protective wallet/lanyard provided.

THE PORT OF FELIXSTOWE

