



## **Higgins Yacht Yard Marina Inc.**

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**Effective: January 1<sup>st</sup>, 2026**

### **1. Introduction**

Higgins Yacht Yard Marina, Inc. ("Higgins", "we", "our", or "us") respects your privacy and is committed to protecting the personal information of our marina customers, boatyard customers, tenants, contractors, and visitors. This Privacy Policy explains how we collect, use, and safeguard your information when you interact with us in person, by phone, through our website, reservation platforms, email communications, or other services.

### **2. Information We Collect**

We may collect the following information:

Personal Information:

- Name
- Address
- Phone number
- Email address
- Emergency contact information

Vessel Information:

- Boat name
- Make and model
- Length, beam, draft
- Registration or documentation number
- Insurance information
- Slip assignment
- Service history

Billing Information:

- Billing address
- Payment method (processed by third parties)
- Transaction history
- Account balances

Service Information:

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- Work orders
- Repair requests
- Storage agreements
- Haul-out records

### **3. How We Use Your Information**

We use your information to:

- Manage marina slip reservations
- Schedule boatyard services
- Contact you regarding your vessel
- Send invoices and process payments
- Provide weather and emergency notifications
- Maintain marina safety and security
- Comply with legal requirements
- Improve operations and customer service

### **4. Sharing of Information**

We do not sell your personal information. We may share information only when necessary, with:

- Service technicians working on your vessel
- Payment processors
- Reservation platforms such as Dockwa
- Insurance providers
- Law enforcement when required by law
- Emergency responders when necessary

### **5. Security Cameras & Property Monitoring**

For safety and security, Higgins Yacht Yard & Marina uses video surveillance cameras throughout the marina, boatyard, docks, buildings, and common areas.

Video monitoring may be used for:

- Safety and security
- Incident documentation
- Insurance claims
- Law enforcement requests
- Property protection

By entering the property, customers and visitors acknowledge that they may be recorded by video surveillance. Video recordings are the property of Higgins Yacht Yard & Marina and may be reviewed when necessary for operational or legal purposes.

#### **Security Camera Signage Notice**

NOTICE: THIS PROPERTY IS UNDER VIDEO SURVEILLANCE.

For the safety and security of our customers, vessels, and employees, video recording may occur in the marina, docks, yard, buildings, and parking areas. By entering the premises, you consent to video monitoring. Please contact the marina office with any questions.

### **6. Payment Information**

Payments may be processed through secure third-party providers. Higgins Yacht Yard & Marina does not store full credit card numbers on local systems.

## **7. Maryland-Specific Privacy Language**

In accordance with applicable Maryland laws, Higgins Yacht Yard & Marina, Inc. will take reasonable measures to protect personal information from unauthorized access, disclosure, or misuse. If a data breach involving personal information occurs, Higgins Yacht Yard & Marina will provide notice as required under the Maryland Personal Information Protection Act (Md. Code, Commercial Law § 14-3501 et seq.).

Maryland residents may request access to personal information maintained by Higgins Yacht Yard & Marina and may request corrections to inaccurate information where applicable.

Personal information collected is used solely for business operations including marina services, boatyard services, billing, safety, and legal compliance.

## **8. Email & Communication**

We may send communications regarding:

- Slip renewals
- Service updates
- Weather alerts
- Billing reminders
- Marina notices
- Safety notifications

## **9. Data Retention**

We retain customer and vessel information as long as necessary for business operations, legal compliance, accounting, and service history.

## **10. Your Privacy Rights**

You may request to:

- Review stored information
- Update contact information
- Correct inaccurate data
- Request removal of non-required data
- Opt out of non-essential communications