



CUSTOMS & BORDER CONTROL SERVICE



Delivery Address:

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42 Owen Roberts Drive
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CAYMAN ISLANDS

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CAYMAN ISLANDS

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Customs and Border Control Service Privacy Notice

The Customs and Border Control Service (CBC) adheres to the [Data Protection Law \(DPL\)](#) and the [Data Protection Regulations](#). As part of our obligation under this legislation we provide information to individuals whose data is collected. This relates to the kind of personal information we collect, what we do with it, and what rights individuals whose data we hold have with respect to its accuracy and use. Further details on these topics can be found below:

1. [What Data We Collect](#)
2. [Why We Need Your Data](#)
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1. What Data We Collect

The personal data we collect from you includes:

- Money declarations or disclosures,
- Biographical Data (for example: name, date of birth, nationality),
- Travel History,
- Particulars of Traders and

- Particulars of Import and Export Activity.

Aside from the personal data which you submit to us, we may also receive your personal data from partner agencies (for example: from airlines during your period of travel). Customs and Border Control Service is the Data Controller of all information collected, even if third parties process it for us.

2. Why We Need Your Data

The Customs and Border Control Service will collect; process and share personal information so we can carry out our legal duties. The information you provide will be used to:

- Make a decision on any application you have submitted to us (for example: to provide clearance on imported goods or entry and landing during travel),
- Assist with verifying your identity,
- Secure our Borders,
- For the detection and prevention of Crime,
- To help improve the service and provide training for CBC staff members.

3. Our Legal Basis for Processing Your Data

The legal basis for processing your personal data is that it's necessary:

- To perform a task in the public interest and,
- In the exercise of our functions as a government department.

4. Sharing Personal Information With Third Parties

Any personal information you provide will be held securely and processed in accordance with data protection and other relevant legislation. We may disclose your information to other organizations so that we can carry out our functions, or to enable others to perform theirs. Other organizations include, but are not limited to:

- Other government departments and agencies,
- Local authorities,
- Police and other law enforcement agencies,
- Courts and other judicial bodies,
- Foreign governments and other authorities,
- Foreign law enforcement and judicial bodies and,

- Fraud prevention bodies

Further details on Domestic Agreements for Information Sharing can be found on our website under [Internal Cooperation](#).

5. What We Do With Your Data

The data we collect may be shared with other government departments, agencies and public bodies. Also refer to the above section on [Sharing Personal Information with Third Parties](#).

We will not:

- sell or rent your data to third parties,
- use your data in analytics.

We will share your data if we are required to do so by law (for example: to prevent fraud or other crime).

6. How Long We Keep Your Data

We will only retain your personal data for as long as:

- It is needed for the purposes set out in this document,
- Required in accordance with approved Disposal Schedules.

7. Where Your Data Is Processed and Stored

Our headquarters on 42 Owen Roberts Drive in Grand Cayman, and 19 Kirkconnell Street, Stake Bay in Cayman Brac, will hold and process electronic customs declarations.

Any other information you give us will be held and processed by the relevant CBC Office location designated for doing so. This will usually be the location where you submitted your information. All [locations](#) included in CBC operations can be found on our website.

8. How We Protect Your Data And Keep It Secure

We are committed to doing all that we can to keep your data secure. We have set up systems and processes to prevent unauthorized access or disclosure of your data (for example: only CBC employees with a task oriented need to access your data may do so). We also make sure that any third parties that we deal with keep all personal data they process on our behalf secure.

Where we hold hard copy information, those records are stored within designated facilities under our control.

9. Your Rights To Protect Data

You have rights over your information. This means you:

- Can request a copy of your personal data,
- Have a right to correct your data,
- May make a complaint to the Ombudsman about the way CBC is handling your personal information.

For complete details concerning the rights you hold in respect of your personal data, please visit the [website of the Ombudsman](#).

10. Exemptions

There are exemptions from giving you the personal data you have requested where it concerns:

- Safeguarding National Security,
- Crime,
- Government fees and,
- Duties.

Information about exemptions under the [Data Protection Law \(DPL\)](#) can be found on the [website of the Ombudsman](#).

11. Use Of Tracking Technologies

A “cookie” is a small data file transferred by a website to your computer’s hard drive. Our web server for www.cbc.gov.ky creates an essential session cookie. It is essential for your use of some of the interactive elements of the website. The cookie contains a session ID which is a mechanism for distinguishing your visit to our website from any other visitors that may be using the website at the same time. This cookie expires when you leave our website. The webserver for our [Customs Online System](#) (COLS) also creates an essential session cookie.

We may provide links to third-party organization websites for your convenience and information. CBC does not control use of those sites. We encourage you to review the privacy notice of any organization before submitting your personal information.

12. Contact Us Or Make A Complaint

We are committed to respect and protect your privacy to the greatest extent possible. Our Freedom of Information (FOI) Manager is also responsible for ensuring your information is used, shared and saved correctly. When we process your information we will comply with the law, including data protection legislation. Should you feel that your data is being processed in breach of data protection law or other legislation, you can report your concern to our FOI Manager by emailing us at FOI.CBCTeam@gov.ky

You may also contact the Office of the Ombudsman at:

Anderson Square,
5th Floor
64 Shedden Road,
George Town,
Grand Cayman

Telephone: 1-345-946-6283
Email: info@ombudsman.ky

You can also visit the [Ombudsman's website](#).

13. Further Information

This privacy notice has been created to be clear and concise. It does not include exhaustive detail about what information we hold, every organization CBC shares information with, how the information is collected or how long all information is kept. If you would like more information you should email us at FOI.CBCTeam@gov.ky

Or write to us at:

FOI Manager
Customs and Border Control Service
P.O. Box 898
Cayman Islands
KY1-1103

For further guidance and information about data protection, please visit the [website of the Ombudsman](#).

14. Changes To This Notice

We may update this Notice from time to time and we encourage you to periodically review it. In that case, the 'last updated' date at the bottom of this page will also change. Any changes to this privacy notice will apply to you and your data immediately.

Last Updated: 18 February 2020