



Big Cat Boat Charters

Private sailing experiences aboard RaRa

VERSION 1.2 | 7 OCTOBER 2026

Privacy Policy

Version 1.2. Effective 7 October 2026.

1. Who we are

Big Cat Boat Charters Ltd is the controller of the personal information described in this notice. Our registered company number is 15708251 and our registered office is 50 Hampton Lane, Blackfield, Southampton, SO45 1WN. We are registered with the Information Commissioner's Office (ICO).

For privacy questions or requests, email bookings@bigcatboatcharters.com or write to our registered office, marking your message "Privacy".

2. Information we collect

We collect contact details, enquiry correspondence, booking details, guest numbers, agreed arrangements and records of payments and refunds. Information is supplied directly by you, by a lead customer arranging a group booking, or through the booking and payment systems used to administer your experience.

Website systems may collect technical information such as IP addresses, device/browser details, security logs and cookie or consent identifiers. These can be personal data. Our Cookie Policy explains storage and access technologies.

Only provide guest information needed to organise the experience. Please let guests know that you are sharing their details and direct them to this notice. Do not send full card details by email.

3. Why we use information

We use the lead customer's details to answer enquiries, take steps at their request before a booking, and perform the booking contract. This includes organising the experience, confirming arrangements, taking payment and managing changes.

For other guests, we rely on our legitimate interests in organising and safely delivering the group experience where necessary and proportionate. We consider guests' interests and use the minimum information needed.



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How we handle information

4. Our lawful bases

We use legal obligation where we must keep accounting records or respond to a lawful requirement. We use legitimate interests for proportionate security, fraud prevention, handling routine correspondence and establishing or defending legal claims.

We do not currently send promotional emails. Booking confirmations, payment information and practical trip messages are service correspondence. If we introduce promotional emails, we will explain the separate choice and obtain permission where required. Booking acceptance is not marketing permission.

For cookies requiring consent, your cookie choice controls their use. Essential processing and genuine legal obligations do not depend on marketing consent.

5. Health, dietary and access information

Health, allergy and accessibility needs are discussed with you before the trip. We do not ask you to complete a routine medical questionnaire as part of these arrangements. Share only what is relevant to the assistance or dietary arrangement; a practical description is often sufficient without a diagnosis. A discussion or email containing health information can still involve special-category personal data.

Health and allergy information may be special-category data. When collecting it, we will explain the specific purpose and applicable legal basis and special-category condition. If we ask for explicit consent, it is separate and may be withdrawn. We will explain if withdrawal prevents a requested arrangement from being provided safely. In an emergency, we may use or disclose information where necessary and lawfully permitted to protect life or deal with the incident.

6. Who receives information

Access is limited to people who need it for the relevant task, including authorised crew and administration staff. Necessary information may be handled by hosting and email providers, booking-system support providers, payment providers, professional advisers, insurers and authorities where appropriate and lawful.

Stripe processes payments made through the online card-payment arrangement. Its own privacy information explains processing it undertakes for its purposes: stripe.com/privacy. We retain necessary transaction information to administer the booking and accounts.

Amelia is the booking software used on our WordPress website. The use of a plugin does not mean every booking is automatically disclosed to its software vendor. Support access or other disclosures must be limited to what is necessary and authorised. We do not sell customer personal information.

Retention, security and transfers

7. How long information is kept

We keep information for the period needed for its stated purpose, then delete it or anonymise it securely. Booking, payment and accounting records are retained for applicable tax/accounting requirements and any relevant claims period. An unresolved complaint, refund, insurance matter or legal requirement may justify longer retention of relevant records.

Enquiries and routine trip correspondence are kept only while follow-up remains reasonably expected or another legitimate need applies. We do not currently send promotional emails. If you request no further contact, we may keep a minimal record to respect that request.

Detailed health or dietary information should be removed once the specific arrangement and any related incident are resolved, unless a further lawful reason justifies retention. Promotional images are reviewed against their authorised use, withdrawal requests and continued relevance.

8. International handling

A provider may process information outside the UK. Before making a restricted transfer, we must identify the destination and use an applicable adequacy decision or appropriate safeguards, such as approved contractual protections, with any required assessment. We do not assume a provider's location from its brand or website.

Contact us for information about the provider arrangements and any safeguards applicable to your information. We assess the appropriate safeguards before making a restricted transfer.

9. Security and automated decisions

We use appropriate organisational and technical measures to protect information, restrict access and respond to incidents. No online service can promise absolute security.

We do not intend to make solely automated decisions about your eligibility for a charter that have legal or similarly significant effects. Payment providers may perform their own security or fraud checks under their own notices.

Your choices and rights

10. Your data rights

Depending on the circumstances, you may ask for access, correction, deletion, restriction or portability of your information, and may object to processing based on legitimate interests. You can object to direct marketing at any time. Where we rely on consent, you may withdraw it without affecting the lawfulness of earlier processing.

Email bookings@bigcatboatcharters.com to make a request. We may need proportionate information to verify your identity. Rights are subject to applicable legal conditions; for example, a deletion request does not necessarily require deletion of statutory accounting records.

We respond within applicable legal timescales, normally one month, and explain any lawful extension or reason we cannot fulfil a request.

11. Complaints

Please contact us if you have concerns so we can investigate. You may also complain to the ICO at ico.org.uk/make-a-complaint/ or call 0303 123 1113. Contacting us first does not remove your right to complain to the regulator.

12. Children and photographs

A lead customer or responsible adult should provide only the information needed for a child's participation and supervision. We do not knowingly solicit children's details for direct marketing.

We ask guests verbally for permission before using identifiable photographs online, including appropriate parental permission for children. Permission is separate from booking acceptance. We explain the intended use and respect applicable withdrawal requests. Contact bookings@bigcatboatcharters.com about an image you wish us to review or remove.

13. Other sites and updates

Our website links to other services, including voyage tracking and Raptor fishing bookings. Their operators have their own privacy arrangements. A link does not itself disclose your booking information to them.

We date material updates to this notice and communicate significant changes where appropriate. Changes do not retrospectively create consent for a new use of information.