



Privacy Policy

Updated: 3 April 2026

This Privacy Policy explains how Quarterdeck Life Ltd (“Quarterdeck”, “QD”, “we”, “us” and “our”), a company incorporated and registered in England and Wales with company number 08712742 and registered office at Zeeta House, 200 Upper Richmond Road, Putney, London, United Kingdom, SW15 2SH, collects, uses, stores, shares and otherwise processes personal data.

This Privacy Policy applies to your use of quarterdeck.co (the “Site”) and the content, features and services made available by QD through the Site or otherwise in connection with it (together, the “Services”). This Privacy Policy is intended to cover the website and website-based journeys, including where you browse the Site, create an account, contact us, subscribe to updates, submit an application, create or maintain a profile, request services, make a booking or payment, or otherwise interact with us through the Site.

If you have any questions about this Privacy Policy or about how we process your personal data, you may contact us at info@quarterdeck.co.

1. Who is responsible for your personal data

For the purposes of applicable data protection law, Quarterdeck Life Ltd is the controller responsible for your personal data.

This means that QD decides how and why your personal data is processed in connection with the Site and the Services covered by this Privacy Policy.

2. What this Privacy Policy covers

This Privacy Policy explains:

- what personal data we collect;
- how we collect it;
- how and why we use it;
- the lawful bases we rely on;
- who we share it with;
- whether we transfer it internationally;
- how we protect it;
- how long we keep it; and
- the rights you may have in relation to it.

It also explains when we may ask you to provide personal data and what may happen if you choose not to provide it.



We may update this Privacy Policy from time to time. Where we do so, we will update the “Updated” date shown at the top of this page.

3. Key definitions

When we refer to “**personal data**”, we mean information relating to an identified or identifiable individual.

When we refer to “**process**” or “**processing**”, we mean any operation carried out on personal data, including collecting, recording, organising, storing, adapting, retrieving, consulting, using, sharing, restricting, deleting or destroying it.

4. Personal data we collect

We may collect and process different categories of personal data depending on how you interact with the Site and the Services.

Identity and Contact Data

This may include your first name, last name, email address, telephone number, postal address, date of birth, nationality, emergency contact details, and any other identifying or contact details you provide to us.

Account Data

This may include your login details, password credentials, account preferences, account activity, account status, and other information associated with creating, maintaining, or using an account on the Site.

Profile, Listing and Availability Data

Where the Site allows you to create or maintain a profile, listing, biography, qualification record, pricing indication, availability record, service profile, crew profile, staff profile, or similar record, this may include any information, images, documents, qualifications, languages, licences, certifications, experience history, role history, references, availability, location, pricing information, and other details you choose to provide.

Application, Enrolment and Service-Related Data

Where you apply for a course, academy, programme, placement, role, opportunity, or other service, or where you request staff, crew, or other services through the Site, this may include the information you provide in your application, enquiry, request or booking, such as qualifications, licences, certifications, experience history, availability, preferences, supporting information, interview status, screening outcomes, and any other related details you choose to submit.



Booking and Transaction Data

Where relevant, this may include records of bookings, deposits, purchases, payments, refunds, invoices, billing information, booking history, request history, and other transaction-related information. Payment card details are generally processed by our payment service providers and we do not generally store full payment card details ourselves.

Communications Data

This may include the content of messages, emails, WhatsApp messages, SMS messages, phone call notes, in-app messages, chat interactions, support requests, responses, feedback, and other communications between you and QD, including communications sent through customer support, recruitment, scheduling, messaging, or similar tools.

Interview and Assessment Data

Where relevant to an application or screening process, this may include interview invitations, interview completion status, interview recordings, written responses, feedback, notes, screening outcomes, scheduling information, and related recruitment or application process data. Where interviews are conducted through a third-party provider, that provider may process relevant data on our behalf or as otherwise described in its own terms or notices.

Technical and Usage Data

This may include your IP address, browser type and version, device type, operating system, device identifiers, language settings, pages viewed, referral source, session information, timestamps, cookie identifiers, and other information about how you access and use the Site.

Marketing and Preference Data

This may include your preferences in receiving marketing from us, your communications preferences, newsletter sign-up information, and your preferences regarding certain service-related communications.

5. Special category data

We do not intentionally collect special category personal data unless you choose to provide it or it is reasonably necessary for a specific purpose connected with the Services, such as safety, medical, accessibility, welfare, safeguarding, travel, accommodation, or logistics.

If you provide us with special category personal data, we will only process it where the law permits and with appropriate safeguards.



6. How we collect personal data

We collect personal data in a number of ways.

Directly from you

We collect personal data that you provide directly when you:

- browse or interact with the Site;
- create an account;
- complete forms;
- submit an application;
- create or update a profile or listing;
- request staff, crew, or services;
- make a booking or payment;
- subscribe to updates;
- contact us; or
- otherwise communicate with us.

From your use of the Site

We collect certain technical and usage data automatically through cookies, analytics tools, server logs, and similar technologies when you use the Site.

From your communications with us

We collect personal data from emails, calls, support requests, live chat, messaging tools, WhatsApp, SMS, interview platforms, scheduling tools, and other communications with us.

From third parties

We may receive personal data from third parties where relevant, including:

- service providers who support the Site or our operations;
- payment processors;
- communications, scheduling, interview, support, CRM, or recruitment providers;
- referral sources or partners;



- clients, staff, contractors, or service providers involved in a request, booking, profile, listing, or placement;
- public sources, where relevant and lawful; and
- other parties where you have asked them to share information with us or where this is otherwise lawful.

7. If you provide data about someone else

If you provide personal data about another person, such as an emergency contact, referee, crew member, staff member, participant, or someone you are applying on behalf of, you confirm that you have the right to provide that information to us and that you have made the relevant person aware of this Privacy Policy where appropriate.

8. Why we use your personal data and our lawful bases

Data protection law requires us to have a lawful basis for processing your personal data. Depending on the circumstances, we may rely on one or more of the following lawful bases:

Contract

Processing is necessary to take steps at your request before entering into a contract with you, or to perform a contract with you.

Legitimate interests

Processing is necessary for our legitimate interests or those of a third party, provided your rights and interests do not override those interests. Our legitimate interests may include operating and improving the Site and Services, communicating with users, managing applications and profiles, handling bookings and service requests, protecting our business, preventing misuse, and maintaining security.

Legal obligation

Processing is necessary to comply with a legal or regulatory obligation.

Consent

Where required, we rely on your consent, for example for certain marketing communications or certain cookies. You may withdraw consent at any time, although this will not affect the lawfulness of processing carried out before withdrawal.

Vital interests or other lawful bases

In limited cases, we may process personal data where necessary to protect someone's vital interests or where another lawful basis applies under applicable law.



9. How we use your personal data

We may use your personal data to:

- provide, operate, maintain and improve the Site and the Services;
- create, verify and manage your account;
- enable you to create, maintain or publish a profile, listing or application;
- review, assess and administer applications, enrolments, interviews, screening processes, placements, listings and service requests;
- verify your identity, qualifications, licences, certifications, eligibility, suitability, availability, or profile information;
- process enquiries, requests, bookings, deposits, payments, refunds, invoices and related transactions;
- communicate with you about your account, profile, application, interview, booking, request, service use, or other interactions with us;
- contact you by email, phone, SMS, WhatsApp, in-app messaging, support chat, or other relevant communication channels in relation to your use of the Site and Services;
- send service-related updates, reminders, confirmations, invitations, scheduling links, follow-ups and operational notifications;
- provide customer support and respond to questions, complaints and requests;
- administer and manage our relationships with clients, applicants, customers, crew, staff, contractors, and service providers;
- publish or display profile, listing, availability or related information through the Site where that is part of the relevant Service;
- match users, clients, crew, staff, contractors, applicants, or service providers with relevant opportunities, services, bookings or requests;
- monitor, analyse and improve the performance, functionality, security and user experience of the Site and Services;
- conduct internal reporting, analytics, quality assurance, training and business administration;
- send marketing communications where permitted by law and in line with your preferences;
- comply with legal, regulatory, tax, accounting, safeguarding and compliance obligations;
- prevent fraud, misuse, unlawful conduct, unauthorised access and other misuse of the Site or Services; and
- establish, exercise or defend legal claims



10. Marketing preferences

Where permitted by law, we may send you marketing communications about our services, opportunities, courses, products, events, or updates.

You can opt out of marketing communications at any time by using the unsubscribe link in a marketing email, updating your preferences where available, or contacting us at info@quarterdeck.co.

Opting out of marketing communications will not prevent us from sending you non-marketing messages that are necessary for your account, application, booking, request, interview, service delivery, or other service-related purposes.

11. SMS, messaging and application communications

Where you provide your phone number or other messaging details through the Site or in connection with an application, profile, enquiry, request, booking, or related process, we may use those details to send service-related communications connected with that journey.

These may include:

- account verification messages;
- application updates;
- interview invitations;
- interview reminders;
- scheduling links;
- booking updates;
- service confirmations;
- operational reminders; and
- similar non-marketing communications connected with your use of the Services.

Where required by law, we will only send SMS or similar communications where you have given the necessary consent or where another lawful basis applies.

12. Cookies and similar technologies

We use cookies and similar technologies to make the Site work, improve it, understand how it is used, and support security, analytics and user experience.

Some cookies are strictly necessary for the Site to function. Others may be optional and used only where permitted by law and your preferences.



You can manage cookie settings through our cookie tools where available and through your browser settings. If you disable certain cookies, some parts of the Site may not function properly.

Please see our Cookie Policy for further information where one is made available.

13. Who we share personal data with

We may share personal data where reasonably necessary with:

- service providers who host, operate, maintain, support, improve or secure the Site or Services;
- payment processors and financial service providers;
- customer support and communications providers;
- email, messaging, phone, SMS, WhatsApp, interview, scheduling, CRM, analytics, recruitment, screening and software providers;
- professional advisers, including legal, compliance, insurance, audit and accounting advisers;
- contractors, agents, suppliers and partners involved in delivering the Services;
- clients, staff, crew, skippers, hosts, contractors or other relevant parties where this is necessary in connection with an enquiry, request, application, listing, booking, placement, service delivery, or profile display;
- law enforcement bodies, regulators, public authorities, courts, tribunals, or other third parties where we are required or permitted to do so by law or where necessary to protect rights, safety, property, or legal interests;
- potential purchasers, investors, funders or acquirers and their advisers in connection with a merger, acquisition, financing, restructuring, asset sale, or similar transaction; and
- other parties where you have asked us to share your information or where you have otherwise consented.

We require service providers processing personal data on our behalf to process it only on appropriate instructions, to keep it secure, and to use it only for appropriate purposes.

14. International transfers

Some of our service providers and partners may process personal data outside the UK or the country in which you are located.

Where we transfer personal data internationally, we will take steps to ensure appropriate safeguards are in place as required by applicable law. These may include adequacy regulations, approved contractual protections, or other lawful transfer mechanisms.

You may contact us if you would like more information about the safeguards used in relation to international transfers.

15. Data security

We take appropriate technical and organisational measures to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or unauthorised access.

These measures may include access controls, system monitoring, authentication measures, data minimisation, secure hosting arrangements, and policies and procedures designed to protect personal data.

However, no system can be guaranteed to be completely secure, and you should take care when submitting information over the internet.

16. Data retention

We keep personal data only for as long as reasonably necessary for the purposes described in this Privacy Policy, including to meet legal, regulatory, tax, accounting, reporting, safeguarding, dispute resolution, and enforcement requirements.

Retention periods may vary depending on the category of data and the context in which it was collected. For example:

- account, booking, request, profile, application and transaction records may be retained for a number of years where needed for operational, legal or accounting purposes;
- communications may be retained where relevant to customer support, legal, compliance, quality or record-keeping purposes; and
- technical data may be retained in accordance with operational and security needs.

In some cases, we may anonymise information so that it can no longer be associated with you, in which case it is no longer personal data.

17. Your rights

Depending on your location and the applicable law, you may have the right to:

- request access to your personal data;
- request correction of inaccurate or incomplete personal data;
- request erasure of your personal data in certain circumstances;
- request restriction of processing in certain circumstances;
- object to processing based on legitimate interests;
- object to direct marketing;
- request transfer of certain personal data to you or to another provider;
- withdraw consent where processing is based on consent; and
- lodge a complaint with a supervisory authority.



If you would like to exercise any of these rights, please contact us at info@quarterdeck.co.

We may need to verify your identity before responding to a request. We will respond within the time required by applicable law.

18. Complaints

If you have concerns about how we handle your personal data, please contact us first at info@quarterdeck.co so we can try to resolve the issue.

If you are not satisfied with our response, you may have the right to lodge a complaint with the UK Information Commissioner's Office or another relevant supervisory authority.

19. Third-party links and services

The Site may contain links to third-party websites, platforms, applications, interview tools, booking tools, payment tools, social media services, or other third-party resources.

We do not control those third-party services and are not responsible for their privacy practices. If you access or use any third-party website or service, you do so at your own risk and subject to that third party's terms and privacy policy.

20. Contact us

If you have any questions about this Privacy Policy or about how we process personal data, you can contact us at:

Quarterdeck Life Ltd

Zeeta House
200 Upper Richmond Road
Putney
London
United Kingdom
SW15 2SH

Email: info@quarterdeck.co