Personal data associated with GoMarina

Below is a table of all personally identifiable information (information that may in some way be returned to the registered user) in the GoMarina system. The overview takes into account users of both the app, the payment kiosk and the administrator interface of the Controller. This overview serves as an attachment to the Data Processor Agreement between the GoMarina (WTW AS) provider and each and every Controller. This overview will be available to the Controller after login via Port Admin on gomarina.com. The overview will be updated for any system or service change affecting processing of personal data.

End user

PERSONAL DATA	RELATED FUNCTIONALITY
UserID (Mobile number or email) - required	- First-time login authentication - Simplified lookup and refund of purchase via admin interface. - Allows the user to continue to access purchase history after change of mobile device. - SMS sent from Admin (provide important messages to customers related to their stay – not to be used for marketing)
Email	Send PDF receipt to email
Boat and/or vehicle	- Required for purchase of harbor products - Conduct a control for valid harbor fees
Other user info: Name, phone number, address and email	- Optional to enter under customer profile in app - Only required when purchasing certain products in certain harbors as set forth by national or regional regulations.
Information related to specific harbor products: Example: number of guests, contact person with contact information, boat space, arrival/departure time, etc.	- Customized product setup adapted to the harbor´s informational needs. - The Controller manages what information is required through product setup in Port Admin.
INDIRECT INFORMATION (Information that indirectly can be traced back to the user)	
Payment card details: Only short mask, nick name, and date of expiry	- To pay by card via app or payment kiosk. - Function to remember cards for next purchase.
Information about end-user platform: Android/iPhone, language, OS-version, App ID, App version / Browser version, IP Address, User agent.	Application log for troubleshooting and quality assurance of service related to both app and web.
USER HISTORY / HISTORY LOG	
Transaction history of purchases with: mobile number, time, number, product type, product information, payment channel (app/kiosk) and payment method (bank card).	Purchase and generating of receipts. Storage of sales documents in accordance with the prevailing accounting legislation, including the Bookkeeping Act and associated regulations.

Under payment method: Information about payment cards used: Standard card mask = First six and last four digits from card number (Not full information. This is only stored with the payment service provider).	• Availability of last purchase history in Port Admin to provide support for customer service.
Message history for sending receipts to email. (email address, receipt file, time of dispatch).	• Send PDF receipt to email
Server log (and SMS-gateway for SMS) for sending SMS to the registered (recipient name, email/mobile number, send time, file)	• Sending of one-time password • SMS made by WTW on behalf of the Controller (Bulk SMS) • Send SMS to the registered from Admin (provide important appointment-related messages to customers. Not to be used for marketing.)
Application log in back-end – Log of calls to the backend made by the app, kiosk and web interface.	• App • Port Admin • Payment kiosk • In order to provide support / guidance on request • Preform troubleshooting for unwanted events • Ongoing quality assurance that the service is functioning as intended
Refund log	• Logging of refunds.

Users of Port Admin

PERSONAL DATA	CONNECTED FUNCTIONALITY
Email	• For logging in/username
Name	• For processing log – documentation that actions performed are in accordance with the users´ authorization
Mobile number	• Contact information
INDIRECT INFORMATION (Information that can be indirectly traced back to the user)	
Roles/access	• Access management
Encrypted version of password	• Log in
Info about end user platform: Logged IP Address and User agent (Description of user device/browser)	• Application log for troubleshooting and quality assurance of service related to both app and web
Application log in back-end – Log of calls to the backend made by the service.	• Perform troubleshooting for unwanted events • Ongoing quality assurance that the service is functioning properly

For information:

Location data used by the app will not be transferred to back-end. Nor is there any kind of analysis tool that can map and log action patterns to identifiable users. Only related functionality is crash reporting via HockeyApp and usage analysis through Google Analytics, both providing fully anonymized reports.

To optimize the user experience of the service, the PortAdmin web interface use cookies. Cookies are small text files that are placed on your computer when downloading a webpage and they are necessary for the login, navigation, and features of the site to work smoothly. Note that, through the use of cookies, information is never stored that can be used to identify the user personally. It is possible to change settings in the browser to prevent the site from using cookies. If cookies are disabled, users may, amongst other things, experience problems signing out. This is because cookies are used to keep the user logged in until the session expires.