



Privacy Notice

At Grieg Star Philippines, we are committed to protecting and respecting your privacy.

This Notice explains when and why we collect personal information about people who visit our office, our webpage, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Notice from time to time so please check our webpage occasionally to ensure that you are content with any changes. By using our webpage, you are agreeing to be bound by this Notice.

Any questions regarding this Notice and our privacy practices should be sent to dpojsp@grieg.ph or by writing to Data Protection Officer, Grieg Star Philippines, 5th Floor, Noble Square, 6762 Ayala Avenue, San Lorenzo Village, 1226 Makati City, Metro Manila, Philippines. Alternatively, you can call us at +63 2 8834 5809.

Who are we?

We are Grieg Star Philippines, a shared services company under the ownership of Grieg Maritime Group. We were established in 2015 with an objective to provide timely and accurate support and service solutions to the companies in the Grieg Maritime Group. Grieg Star, one of the companies under Grieg Maritime Group and serviced by Grieg Star Philippines, has been present in the Philippines for the past three decades, employing Filipino officers and crew for its highly specialized fleet of open-hatch vessels.

Grieg Star Philippines offers services within:

- Accounting
- Marine Competence Development
- Business Controls
- Project Management
- Maritime Human Resources
- Purchasing
- Planned Maintenance System Support
- Shore Human Resources & Office Administration

How do we get information about you?

We obtain information about you when you submit your inquiries, apply for an office job, whether in person at our office, through our third-party partner, through our social media accounts or when you send us an email, or upon engagement with our business. We obtain consent prior to the collection and processing of your personal data. If you are an applicant for an office job, we ask you to sign a Consent Form for us to process your data. We also obtain information about you, if you are a seafarer, through the personal data collected by Grieg Philippines, the manning arm of Grieg Star. Our Cross-Border Transfer Agreement authorizes such sharing of personal data.

What type of information is collected about you?

For hired seafarers through Grieg Philippines, we receive the following sensitive personal and privileged information, all of which are mandatory for the provision of manning/crewing services to Grieg Star: passport details, seafarer's identification and record book details, seafarer's registration certificate number, national and flag state competency certificates details, medical history and health certificates, all current visa details, as well as Tax Identification (TIN), Social Security System (SSS), Philhealth and PAG-IBIG membership numbers, proceeding of any offense committed or alleged to have been committed, the disposal of such proceedings, the sentence of any court in such proceedings, whether watchlisted by the Department of Migrant Workers or not, next-of-kin name, address and contact number, your and/or your allottees' bank account number, results of psychological test on screening, grievance information, discipline information, medical reports from doctors abroad and/or the company-designated doctor, and in case of money claims, legal proceedings from NCMB/NLRC, the Court of Appeals, and the Supreme Court, and any other information that may be provided or required by public authorities.

For hired office employees, the following are collected: name, address, telephone number, email address, certificate/diploma of highest educational attainment, next-of-kin name, address and contact number, names of dependents and beneficiaries, result of psychological test on screening, medical and health certificates, NBI clearance, TIN, SSS, Philhealth, PAG-IBIG, room access biometric details, payroll and benefits information, payroll bank account number, and any other information that may be provided or required by public authorities.

The personal data we collect from office applicants are through submitted resumes and/or cover letters which may include name, address, contact number, email address, date and place of birth, gender, marital status, educational attainment, previous work experience, and other information/relevant documents. The personal data collected about the sea-based employees is collected by Grieg Philippines and shared with us for processing and other services.

If you send us an email, the personal information we collect include your name, email address, as well as the information you submit to us in the email, which include any documents you may attach.

The personal data may be collected both in accomplished forms to be filled in by the data subject, via courier or ordinary mail service, or electronically as email text or attachment, or through public authorities' web portal.

During job interviews, you may be asked personal information-related questions, e.g. former work experience, the answer of which might be recorded by the interviewer, and of which the responsibility to divulge lies on you.

How is your information used?

We may use your information to:

- evaluate your application for a job;
- process your application for a job;
- process any inquiries you have submitted;
- carry out our obligations arising from any contracts entered into by you and us, or by you and our clients, which includes disclosing or sharing with our accredited third-party partners, suppliers or relevant public authorities, both domestically and internationally;
- seek your views or comments on the services we provide;
- notify you of changes in your contract or our services;
- send you communications which you have requested, or which are required or may be of interest for your employment;
- contact allottee or next of kin of clients' seafarers for any inquiry or concern relating to your employment;
- company's marketing and promotional materials.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information in our systems for as long as it is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We shall not sell or rent your information to third parties, but we do share your relevant personal information with third parties that have necessary roles in pre- and post-processing of employment, welfare and benefits, and ensuring smooth embarkation or disembarkation to our client's vessels.

We shall not share your personal information with third parties for marketing purposes without your written consent.

Third-Party Service Providers working on our behalf: We may pass your personal information to our primary third-party service providers, agents, subcontractors and other associated organizations, and to relevant public authorities, domestically or internationally, for the purposes of completing tasks and providing services to you on our behalf. This is done to ensure timely and proper processing of your employment, or any other service.

When we use third-party service providers, we disclose only the personal data that are necessary to deliver the service. In all cases, we have contracts in place that require them to keep your information secure and not to use it for their own direct marketing purposes without your written consent.

Third-Party Product Providers we work in association with: We work closely with various primary third-party service/product providers to bring you a range of quality and reliable services/products (e.g. Bank of the Philippine Islands or any other bank, Sycip Gorres Velayo, partner Pre- and Post-Medical Clinics, partner Training and Assessment Centers, partner P&I Correspondents, and the client who further outsources/subcontracts other services to parties external to them, and who authorizes shipmasters to share personal data further to their partner port agents and public authorities), both locally and abroad. When you inquire about or use these services, the relevant third-party provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with us or them. In some cases, they will act as a data controller of your information and therefore we advise you to read their Privacy Notice. The third-party providers may share your information with us which we will use in accordance with this Privacy Notice.

To safeguard your personal data, we have, where appropriate, entered into Data Sharing, Outsourcing/Subcontracting or Cross-Border Transfer Agreements with the primary third-party partners.

We may transfer your personal information to a third-party as part of a sale of some or all of our business and assets to any third-party or as part of any business restructuring or reorganization, or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation. Under all circumstances, we shall take necessary steps with the aim of ensuring that your privacy rights continue to be protected, and that the transfer will be to your benefit.

Your choices

You have a choice about whether or not you wish to share your personal information with us. If you do not want to share your personal information and/or give consent for further use of it, we will not be able to process your application interest, employment, or any other inquiry with us.

By sharing your personal information with us, you may be contacted through ordinary mail, email, phone, or text message. We contact you solely for business and/or employment-related purposes (e.g. processing schedule, interview, submission of documents, etc.).

How you can access and update your information

The accuracy of your information is important to us. We are working on ways to make it easier for you to review and correct the information that we hold about you.

You have the right to ask for a copy of the information Grieg Star Philippines has of you. Upon receipt of your signed written request with photocopies of at least two (2) government-issued IDs with your signature and photo, we shall furnish this with you within five (5) business days.

If any of the information we hold is inaccurate or out of date (e.g. change of email address or contact number, competency certificates details, etc.), you may have it amended as soon as possible. Please email us at dpogsp@grieg.ph or call us at +63 2 8834 5809.

We are always eager to receive inquiries as part of our service. Should you wish to inquire, please send us an email, call us, or come to our office in person.

Security precautions in place to protect the loss, misuse, or alteration of your information

When you give us personal information, we take steps to ensure that it is treated securely. All personal data are stored in a physical server with password protected user access and in a restricted documentation room with biometric door lock. When transmitting sensitive personal information, we ensure the email is encrypted when sharing it with a third-party required to fulfill the processing of your employment or any other service we may offer our clients.

Non-sensitive details (name, email address, contact number) are transmitted normally over the Internet if shared with a third-party, and this can never be guaranteed to be 100% secure. While we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our services, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We may analyze your personal information to create a profile of your experience, competence and preference so that we can make efforts to tailor fit your requirements, whether employment or any other services, and share with you relevant information. We may make use of additional information about you when it is available from external sources to help us do this effectively (e.g. assessment results).

Links to other websites

Our webpage may contain links to other websites run by other organizations. This Privacy Notice applies only to our organization and its webpage, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy notices and practices of other sites even if you access them using links from our webpage.

In addition, if you linked to our webpage from a third-party site, we cannot be responsible for the privacy notices and practices of the owners and operators of that third-party site and recommend that you check the notice of that third-party site.

17 or under

We are concerned to protect the privacy of individuals aged 17 or under. If you are aged 17 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of the Philippines and Europe

As part of the services offered to you by Grieg Star Philippines, the information which you provide to us may be transferred to countries outside of the Philippines (as Grieg Star Philippines/Shared Services Provider is a Filipino company) and outside of the European Union (EU) (as Grieg Star/Owner is a Norwegian company). By way of example, this may happen if any of the Owner's servers containing your personal data are from time to time located in a country outside of the EU, i.e. the Owner's vessels which are trading worldwide. By submitting your personal data, you are agreeing to this transfer, storing or processing. If we transfer your information outside of the Philippines or the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Notice.

What rights you have in relation to your personal data

If you have any questions about our use of your personal data, you may email us at dpogsp@grieg.ph or call us at +63 2 8834 5809. Under certain circumstances and in accordance with European Union's GDPR and Philippines' Data Privacy Act of 2012, you may have the right to require us to:

- provide you with further details on the use we make of your information;
- provide you with a copy of information that we hold about you;
- update any inaccuracies in the personal data we hold;
- delete any personal data that we no longer have a lawful ground to use;
- where processing is based on consent, withdraw your consent so that we stop that particular processing;
- object to any processing based on the legitimate interest grounds unless our reasons for undertaking that processing outweigh any prejudice to your data protection rights; and
- restrict how we use your information whilst a complaint is being investigated.

You may also ask us not to process your personal data for marketing purposes. We will inform you if we intend to disclose your information to any third-party service provider for this purpose.

We are also required to take reasonable steps to ensure that your personal data remains accurate. In order to assist us with this, please let us know of any changes to the personal data that you have provided to us by contacting us.

While it is our policy to respect the rights of individuals, please be aware that your exercise of these rights is subject to certain exemptions to safeguard the public interest (e.g. the prevention or detection of crime), our interests (e.g. the maintenance of legal privilege) and some of these rights may be limited (for example the right to withdraw consent) where we are required or permitted by law to continue processing your personal data to defend our legal rights or meet our legal and regulatory obligations.

If you contact us to exercise any of these rights, we will check your entitlement and respond in most cases within a month.

If you are not satisfied with our use of your personal data or our response to any exercise of these rights, you have the right to complain to the National Privacy Commission.

Data Protection Officer

For all inquiries concerning the processing of your personal information, you may reach our Data Protection Officer.

Contact number: +63 2 8834 5809

Email: dpogsp@grieg.ph

Review of this Notice

We keep this Notice under regular review. This Notice was last updated in December 2023.