Definition of Terms

Venture Yacht Crew: Us, we, our, crew agency

Client: Person, Company, or Vessel that employs you through using Venture Yacht Crew

You: The candidate/crewmember or person registering with Venture Yacht Crew

MLC: Means the International Labour Organisation (ILO) Maritime Labour Convention (MLC,2006)

1: Discrimination Policy / Blacklist Policy

Venture Yacht Crew operates as a Crew recruitment and Placement Agency without a discriminatory manner across gender, sexuality, race, religious beliefs, age, and disability.

We welcome all applications from people of all backgrounds

Venture Yacht Crew does not operate a ‘blacklist’ of any kind

2: Venture Yacht Crew Declaration Regarding Payments

No crew member/candidate will be charged for registering or being represented by Venture Yacht Crew. The fee incurred during the recruitment process is solely paid by the client.

The crew member is not required at any stage to assist the employer, ship owner, or yacht with any payments to ensure employment.

3: Crew Requirements

All information contained within the CV is to the best of your knowledge correct and up to date.

All the qualifications and references uploaded are your property and the information contained within is correct and has not been falsified or edited in any way.

After registering and uploading your documentation, you must indicate your agreement with these Terms by ticking the check box which also indicates you have read and understood them. If you choose not to place a tick in this box you will be deemed to have not accepted these Terms and will not be able to register and be represented by us.

You agree to us using any information on your CV or in the documents uploaded to be used by us to gain you employment as we see fit.

You are required to take original copies of all your documentation on board with you for the client's records / inspections once you gain employment and at all times when onboard during employment

Venture Yacht Crew may require copies of your documents and certificates during the interview process for verification and validation purposes

If the Candidate Holds Crew Pass certifications they shall pass this to us for verification

Should you become employed through Venture Yacht Crew or a client of Venture Yacht Crew that we have placed you with then you will be required to send a copy of your signed contract to us. If this is against boats policy we will require an email confirming that you have received your contract, have signed it, have a copy and you are happy with it and understand your rights as a seafarer

4: Seafarers Rights

Under the MLC 2006 Legislation, you as a seafarer are entitled to the following by all clients which are MLC 2006 Compliant

Your contract should be written in English and contain information on employment agreements, wages, hours of rest, entitlement to leave, repatriation, compensation for a ship’s loss or foundering, manning levels, career and skills development, employment opportunities

You should receive, as a minimum, your contract via email prior to joining the vessel so you have the opportunity to seek 3rd party advice should you wish to do so

The opportunity to read your contract before signing it

Having signed your contract you are entitled to a copy of it

The following contains some of your key rights but is not limited to:

10 hours of rest per 24 hours and 77 hours of rest per 7 days

2.5 days of holiday per calendar month

Repatriation to your home country as stated on your Seafarers employment agreement

Suitable accommodation and recreational facilities

A full and detailed breakdown of your Seafarers rights can be found here

<https://www.gov.uk/seafarer-working-and-living-rights/maritime-labour-convention>

 5: Venture Yacht Crew – Company Insurance Policy

Under MLC all companies certified as recruitment and placement service providers must provide must have a system in place to protect seafarers in case of an unsuccessful placement or abandonment – Venture yacht Crew operates a 3rd Party insurance policy to fulfil this requirement.

6: Complaints Procedure to the MCA

We are committed to providing the best possible service to our registered candidates and Clients. Unfortunately, things do occasionally go wrong, but we aim to rectify this as soon as possible.

Should you have a complaint about the service you have received from Venture Yacht Crew please contact us at compliance@ventureyachtcrew.com with Compliant as the subject line. All complaints will be dealt with by one of our company directors directly.

Venture Yacht Crew will respond to your email acknowledging the complaint and investigate the issue with our company directors and any involved employees of Venture Yacht Crew LTD

Venture Yacht Crew will then respond to you with what they feel is an appropriate solution.

We have 4 weeks to resolve your issue. Should you feel the complaint has not been resolved, then you are entitled to contact the MCA. Email mlc@mcga.gov.uk. We will also forward any complaint that we cannot resolve to mlc@mcga.gov.uk

7: Privacy Policy / GDPR

 Venture Yacht Crew are dedicated to protecting your personal information in accordance with the Data Protection Act 1998 and the EU General Data Protection Regulation (GDPR).

We at Venture Yacht Crew will never pass any of your details or personal information onto a 3rd party that is not a client

Only the directors and staff of Venture Yacht Crew have access to our database

The database Venture Yacht Crew uses is a British Company that utilises UK based servers and is fully compliant with the Data Protection Act 1998 and GDPR

We may send your data outside of the European Economic Area (EEA) to be considered for suitable jobs.

Venture Yacht Crew is a member of the Information Commissioners Office <http://ico.org.uk/>

Information, Collection And Use

 Venture Yacht Crew will collect your personal data by you registering with us via www.ventureyachtcrew.com.The information about you we may collect, hold, and process is set out below:

Information collected and processed for finding you a suitable role is as follows (but not limited to):

Your name

Your email address

Your telephone number

CV/work history

Job preferences including role, geographical areas, and salary

Maritime Qualifications

Any other work-related information you provide, for example, education or training certificates

Passport / VISAs

DOB

The outcome of criminal record checks and security clearance for certain roles

In certain cases, medical information

References

All of the information above will be used to match your skill sets with job vacancies to assist in finding you the positions that most suit you, We put forward your details to our clients and prospective employers for you to be considered for vacancies and to place you with our clients and prospective employers. We will keep you informed of available opportunities as they arise whilst also keeping you informed of the services offered by us.

The information above may also be used as follows, to establish that you have the right to work and to undertake relevant security and criminal record checks as required by our clients and prospective employers and as permitted by law. We also use the information to deal with any medical health and safety issues relating to certain positions and to put in place contractual arrangements and documentation once a role has been secured.

Venture Yacht Crew may also use your Personal Data to contact you with newsletters, marketing or promotional materials, and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send.

How we hold the information at Venture Yacht Crew

 All the personal data we have here at Venture Yacht Crew is stored on our database in the UK and Venture Yacht Crew will hold the data until the candidate requests deletion or when it is no longer necessary for the company to hold that personal data concerning the purpose for which it was originally collected or processed.

Disclosure of your information:

Your CV and related information will be shared or sent to prospective employers and our clients. Once you have secured a placement additional information will be provided to them to enable the placement to proceed. Such employers and clients will usually be located inside the European Economic Area (EEA) but may be outside of the EEA.

Complaints

If you are unhappy about our use of your personal information, you can contact us using the details in the Contact section below. You are also entitled to complain with the UK Information Commissioner’s Office using any of the below contact methods:

 Website: <https://ico.org.uk/concerns/>

Post: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

 Contact us regarding your Data

 Chantelle Crofton (Data Protection Officer)

 GDPR@ventureyachtcrew.com

Complaints To MCA

We strive to provide exceptional service to our clients and candidates. Should a complaint arise, please contact us at compliance@ventureyachtcrew.com with "Complaint" as the subject line. A company director will investigate the issue and respond with a resolution within four weeks. If unresolved, you may escalate the complaint to the MCA at mlc@mcga.gov.uk. We will also forward any unresolved complaints to the MCA