

Privacy & Security Contact Information

Maritime Onboarding System 2025

Data Protection Officer (DPO)

Name: M. Splinter

Email: info@shipdocs.app

Role: Data Protection Officer

Appointment Date: August 2025

Security Incident Reporting

For security incidents, data breaches, or privacy concerns, please contact:

- **Primary Contact:** info@shipdocs.app
- **Response Time:** Within 24 hours for initial response
- **Incident Notification:** Within 48 hours to affected parties per GDPR requirements
- **Critical Incidents:** Immediate escalation available
- **Languages:** Dutch and English support

Hosting & Infrastructure

Application Hosting

- **Provider:** Vercel Pro
- **Region:** Frankfurt, Germany (EU)
- **Compliance:** GDPR compliant infrastructure

Database Hosting

- **Provider:** Supabase
- **Region:** Frankfurt, Germany (EU)
- **Data Residency:** All data stored within European Union

Compliance Status

- **GDPR:** Fully compliant (95% compliance score)
- **Security Standards:** Industry best practices implemented
- **Maritime Standards:** Industry-specific security measures implemented
- **SLA:** 99% uptime guarantee with service credits

Audit & Access Requests

For data access requests, audit reports, or compliance inquiries:

- **Contact:** M. Splinter (DPO)
- **Email:** info@shipdocs.app
- **Response Time:** 5 business days
- **Available Services:**
 - Access reports (GDPR Article 15)
 - Account deletion (GDPR Article 17)
 - Data portability (JSON/CSV export)
 - Audit trail access

Regular Reviews

- **Security Review:** Quarterly
- **Privacy Impact Assessment:** Bi-annually
- **Compliance Audit:** Annually

Company Information

Shipdocs

Middelweg 211
1911 EE Uitgeest
Nederland

Website: www.shipdocs.app

Support: support@shipdocs.app

Privacy: info@shipdocs.app

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