



Privacy Policy for Digital Ship Manager (DSM)

PRIVACY POLICY



DSM[©] – Privacy Policy

Version: 2.0

Issued By: Vollzo Consulting, USA

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DSM[©] Privacy Policy – A Summary

We are committed to protecting your personal data and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our SaaS-based Maritime ERP System (“Service”) and associated websites or mobile applications. We process personal data in compliance with the General Data Protection Regulation (EU) 2016/679 (GDPR), applicable maritime industry standards, and other relevant data protection laws.

This Privacy Policy applies to the DSM[©] web application and mobile app (iOS and Android) only.

Information/Data We Collect

We collect and process the following types of information:

- Personal Data: Name, email address, job title, company affiliation, contact details, user credentials, payment and billing details.
- Technical and Usage Data: IP address, browser type, device identifiers, and system logs.
- Maritime Operational Data: Vessel information, voyage logs, crew data, and port documentation.

Purpose and Legal Basis for Processing

DSM[©] processes personal data only when there is a lawful basis under GDPR.

DSM[©] is an ERP and Asset Management System for the maritime industry. The web and mobile applications are used for a specific industry domain and for specific registered users only. General internet surfers/visitors cannot use this application. This application is to manage internal and external business processes for the company licensed to use DSM[©]. The DSM[©] is NOT involved in any type of physical or digital marketing.

While adding a new user in the system, DSM[©] does not force the user to enter any personal information, e.g., DoB, Gender, Personal Mobile/Cell number, etc. Every registered user (client) gives affirmative consent before their data can be used by DSM[©] (where applicable).

Storing Seaman-Book details, Passport details, Visa details, etc., is a business requirement.

No personal information is displayed to other users. The system uses this information to send alerts/notification and display them in terms of validation. For example, instead of displaying the Passport expiry date, the system displays "Passport Valid: Yes".

Data Retention

We retain your personal data only for as long as necessary for the purposes outlined in this policy or as required by law. Once data is no longer needed, it is securely deleted or anonymized.

Data Sharing and Transfers

The DSM[®] may share your data with service providers, regulatory authorities, and affiliates. All third parties are bound by data processing agreements (DPAs) that ensure GDPR compliance. If your data is transferred outside of the DSM[®] system for any business reason, all involved parties sign the NDA and Confidentiality agreement as per the guidelines of the European Economic Area (EEA) and Standard Contractual Clauses (SCCs).

Data Security

We take technical and organizational measures to protect against unauthorized access to or unauthorized alteration, disclosure, or destruction of data. These include internal reviews of our data collection, storage and processing practices and security measures, including appropriate encryption, access control, and ISO 27001-compliant security practices.

User Rights (Under GDPR)

User may receive emails, notifications, alerts, etc., from DSM[®] as a part of communication about specific business processes such as Order Confirmation Emails, Order Delivery Notification, etc. You have the right to access, rectify, erase, restrict, and port your data, as well as to object or withdraw consent. You may opt out of receiving these communications by modifying your profile. Requests can be sent to DSM@digitalshipmanager.com.

Cookies and Tracking Technologies

Cookie – There is a technology called “cookies” that can be used to provide tailored information from a website. A cookie is an element of data that a website can send to your browser, which may then be stored on your system. A “cookie” marks and identifies visitors on an Internet site to allow customers to enter a customized experience and have it available on subsequent visits. **DSM[®]**

application DOES NOT store cookies on the client device/PC. DSM[®] users need to know that cookies do not read your hard drive, nor can cookies be used to reveal new information about you that you have not elected to reveal.

Log Information – When you access the DSM[®] system via a browser, application, or other client, our servers automatically record certain information. These server logs may include information such as the Internet Protocol (IP) address of your network, location, browser type, browser language, the date and time of your login, and duration of activity. We use this information to keep an audit trail for our customers' safety, and this audit trail is readily available to customers' top management.

Some of our client manager wants to get alerted if the system is used from an unexpected geographical location/device/person through this information.

Client communications – When you send email or other communications to DSM[®], we may retain those communications in order to process your inquiries, respond to your requests, and improve our solutions and services. We may use your email address to communicate with you about our solutions and services. Stored email addresses are NOT shared with any third-party application/company for any purpose.

Children's Privacy

Our service is not directed to individuals under 16. We do not knowingly collect personal data from minors.

Changes to this Privacy Policy

Please note that this Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent. We will post any Privacy Policy changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain solutions, email notification of Privacy Policy changes).

Compliance Notes

This Privacy Policy aligns with GDPR Articles 5–30, ISO 27001, and IMO cybersecurity guidelines for maritime systems. It incorporates best practices for SaaS data protection, cloud security, and cross-border data transfer.

Data Controller and Contact

Data Controller: Vollzo Consulting, LLC:

Address: 12222 Merit Drive, Suite #130, Dallas, TX 75251 USA

Email: admin@vollzo.com | system_monitoring@vollzo.com

If you have any questions about this Privacy Policy or your data rights, please Contact our Data Protection Officer (DPO) at the above email address.