

River Advice for Boaters form

Anglian Waterways

River Advice for Boaters (RAB) is a free messaging system to advise our registered boaters when levels and flows are above normal and some of our locks are being prepared or used to discharge flood water. We recommend everyone on Anglian Waterways should register to receive RAB messages.

To register, update or cancel RAB messages, please complete this form and return it to the address given on page 3 below.

How your information will be used

The Environment Agency currently provides RAB messages on three Anglian Waterways, the River Ancholme, River Nene and River Great Ouse (Bedford to Earith). We will use the information you have provided to register you for the RAB messages using our Flood Warning System.

A copy of our Terms and Conditions and Privacy Notice are included below.

River Advice for Boaters (RAB) messages

I am registering for RAB messages for the first time

1. For which river(s) do you want to receive RAB messages? Please tick all that apply.

Ancholme Great Ouse (Bedford to Earith) Nene

2. A phone number, either landline or mobile, must be provided. We use the Environment Agency's Flood Warning System to send our RAB messages, which requires a voice message to be sent before we can send a text or email.

On which phone number do you want to receive the automated voice message?

.....

3. Once you receive the voice message we can also send additional voice messages to an alternative phone number, text messages and email messages. You can have up to four contact types. If you want to receive messages in addition to the voice message, please provide the phone number or email address below and circle how you wish to receive the message.

Example:	01234 567890	Text
.....		Voice message / Text / Email
.....		Voice message / Text / Email
.....		Voice message / Text / Email
.....		Voice message / Text / Email

4. What is your vessel name and/or registration number?

.....

This is used as a security question. If you do not have a vessel on our waterways please provide us with an alternative security question and answer:

Question

Answer

I want to update my RAB details

- I have changed my address to the one shown under 'Your details' below.
 - My phone number has changed from to
 - My email address has changed from
to
 - Other, please provide details
-

It is important you update your details if they change as failure to do so will mean you may not receive the messages you have requested.

You can also update your RAB details yourself by going to the Flood Warning System website at gov.uk/sign-up-for-flood-warnings. Enter your email address or the 8 digit reference number plus your password, supplied in the confirmation letter sent or emailed by the Flood Warning System. If you don't have the above details, click the Problem signing in button and follow the instructions.

I no longer want to receive the following RAB messages

Please tick all that apply:-

- Ancholme Great Ouse (Bedford to Earith) Nene

We would be interested to know why you no longer wish to receive these messages

.....
.....

Your details – this section must be completed in full

First name Surname

Address

.....

..... Postcode

Your registration number (if you already have one)?

What happens now?

Once we receive your request, we aim to register your details within 10 working days.

If you are registering new or updating RAB contact details you will receive a test message from our Flood Warning System. Once you receive the test message(s) you are registered to receive future RAB messages. Until you receive the test message, please continue to phone Floodline for updates on 0345 988 1188 and enter the quick dial number(s) for the area(s) of the river you want to hear about:-

- Great Ouse (Bedford to St Ives) - 033211
- Great Ouse (St Ives to Earith) - 033212
- Nene - 032112
- Ancholme - 031212

You will also receive a letter/email from the Flood Warning System once your registration has been completed, updated or removed. Please check the letter/email to make sure all your details are correct and you are registered to receive the correct RAB messages.

Our RAB contact details are:-

Address: Environment Agency, Waterways, Ceres House, Searby Road, Lincoln
LN2 4DW

Email: WaterwaysSSAAnглиan@environment-agency.gov.uk

Telephone: 020302 55068

For Environment Agency use only

FWD No _____ **Date** _____ **Intls** _____

STM Yes/No

NLS Updated **Reg No** _____ **Date** _____ **Intls** _____

SS Updated **Date** _____ **Intls** _____

Anglian Waterways - River Advice for Boaters

Terms and conditions

What we will do

We will try to send the River Advice for Boaters messages to you via the Flood Warning Service, but we can't guarantee they will be sent or arrive, we will do what is reasonable. The messages may be sent at any time of the day or night.

We do not

- accept responsibility if you fail to receive a message
- guarantee that our website or Floodline phone lines will be available
- accept responsibility for any loss, damage or costs incurred by you by issuing or failing to issue messages – except where the law says we must

You are responsible for

- making sure that the contact details you give us are correct
- telling us about any changes

Privacy notice

How we use your personal information

We are the Environment Agency and we manage the River Advice for Boaters messaging service. We are the data controller for this service. A data controller determines how and why personal data (personal information) is processed.

Our [personal information charter](http://www.gov.uk/government/organisations/environment-agency/about/personal-information-charter) (www.gov.uk/government/organisations/environment-agency/about/personal-information-charter) explains your rights and how we deal with your personal information. You can access the charter using the link or go to gov.uk and search 'Environment Agency personal information charter'.

The personal data we need

The personal data we collect includes:

- Full name
- Full address
- Contact details including landline or mobile telephone number(s) and email address(es)

We are allowed to process your personal data because you consent to us doing so. You have the right to withdraw consent at any time. The lawful basis for processing your personal data is consent.

We need the information requested from you in order to register you to receive the River Advice for Boaters messaging service. If you don't provide all of this information, then we can't register you.

What we do with your personal data

We use your personal data to:

- register you on the Flood Warning Service
- check and update your personal details on our vessel registration database
- share your information within the Environment Agency or with other organisations if the law says we must
- respond to freedom of information requests (if data protection law allows it)

We do not use your personal data to make an automated decision or for automated profiling.

We will not share or disclose your personal data to any party outside the Environment Agency without your explicit consent unless we are lawfully able to do so.

How long we keep your personal data

We will keep your personal data for 3 years (following cancellation of your River Advice for Boaters messaging service registration) in line with our standard information retention policy.

Where your personal data is processed and stored

We store your personal data on our servers in the UK.

We will not transfer your personal data outside the European Economic Area.

Contact details

Our Data Protection Officer (DPO) is responsible for independent advice and monitoring of the Environment Agency's use of personal information.

If you have any concerns or queries about how we process personal data, or if you would like to make a complaint or request relating to data protection, please contact:

Address: Data Protection team
 Environment Agency
 Horizon House
 Deanery Road
 Bristol
 BS1 5AH

Email: dataprotection@environment-agency.gov.uk

The Information Commissioner's Office (ICO) is the supervisory authority for data protection legislation. The ICO website has a full list of your rights under data protection legislation. You can access this at the following link: <https://ico.org.uk/your-data-matters>.

You have the right to lodge a complaint with the ICO at any time. Should you wish to exercise that right, full details are available at: <https://ico.org.uk/make-a-complaint>.

This notice was last updated on 15 January 2019.