

TERMS OF OPERATION REGULATING USE OF RHIDES FOR DRIVERS

Conditions of Use

- The identification card is issued to you as evidence of your status as being an employee of a haulage company having access to the controlled areas within the Port of Felixstowe, Harwich International Port or Thamesport (as and when RHIDES becomes available at such ports (the “controlled areas”)).
- You shall be responsible for the safekeeping of your identification card and must take all reasonable care to prevent your card being damaged, lost, stolen or misused in any way.
- Your card remains the property of Hutchison Ports (UK) Ltd at all times.
- We (Hutchison Ports (UK) Ltd) reserve the right to withdraw all cards, suspend access to port facilities or replace the card with one or more alternatives, without prior notice.
- We reserve the right to withdraw from an individual, any or all of the facilities of the card and request that the card be surrendered if we have evidence the card is being misused in any way.
- You must display (above the waist) the card at all times whilst at a controlled area.

YOUR CARD IS A SOPHISTICATED AND VALUABLE PIECE OF EQUIPMENT AND SO MUST BE TREATED WITH CARE. THE FIRST THING YOU MUST DO IF YOU THINK YOUR CARD IS LOST OR STOLEN IS TO REPORT IT TO THE RHIDES PASS OFFICE. A PRIMARY FUNCTION OF THE CARD IS ACCESS CONTROL, AND AS SUCH, A LOST OR STOLEN CARD IS POTENTIALLY A SERIOUS SECURITY RISK.

Lost or Stolen Cards

- If your card is lost or stolen, you must inform the RHIDES Pass Office immediately. It is your responsibility to report your lost card.
- You can report by telephoning the RHIDES Pass Office on 0870 6204009 which has a 24 hour voicemail service or by visiting the RHIDES Pass Office. Once reported, the card is then cancelled/suspended immediately in order to prevent misuse.
- When reporting your card you will need to provide the following information:
 - Your name and company
 - A contact phone number and/or email address
 - Details of the loss or theft
- You will then need to visit the RHIDES Pass Office for either a new card or a temporary card if lost out of normal office hours.
- If you find your card after having reported it lost or stolen you should report it, as above, so that the card can be reinstated. Before you can reinstate a lost card, you must come to the RHIDES Pass Office to have it reactivated. Reactivation requests cannot be taken by telephone.
- If a new card has been issued and you find the lost original then return this card to the RHIDES Pass Office. It will no longer be valid.
- In order to obtain a new or replacement card you will be required to pay a fee. This is irrespective of whether it has been lost or stolen. You must pay for replacement cards by cash or cheque.

Problems with your card

- If you have a problem using the card you should report it to the RHIDES Pass Office. For example, if the biometric authentication is erratic. This may be because the card is malfunctioning or the system does not recognise the card.
- If the photograph on the card becomes out of date or any of the particulars change (name, company details), then please visit the RHIDES Pass Office for a replacement during normal office hours.
- If a replacement card is issued then the original card is cancelled and destroyed in order to prevent misuse.

- If the picture, and personal details become illegible, or the card becomes damaged and therefore unusable then please request a replacement card via the RHIDES Pass Office during normal working hours.
- Cards which are damaged or faulty will be placed upon request – if it appears to have been caused through negligence or misuse then a fee will be charged.

Care of your card

- Each card is unique and is intended to last until its expiry date (which will be printed on the face of it). However, misuse of your card may result in its failure to operate. Please treat your card as you would a credit card. A failed card will cause you inconvenience until it can be replaced.
- Your card should be placed in the protective wallet/lanyard provided.
- Do not:
 - bend or write on the card – avoid keeping it in your back pocket
 - scratch the card
 - tamper with the chip
 - place stickers on it or otherwise deface it
 - punch holes in it
 - use it as a tool
 - expose to extreme heat
 - place near magnetic fields
 - leave in direct sunlight

Areas that you can access

In the interests of security, safety and functionality you will be allowed access only to certain controlled areas which have been approved by Hutchison Ports (UK) Ltd.

Data Protection Issues

- We will maintain details of you name, driving licence number, nationality, photograph, form of second identity used and biometric algorithm which you have provided to us in connection with your participation in RHIDES.
- The purpose of RHIDES is to increase security within the controlled areas as part of the ISPS Code.
- The information you provide will be stored in a central database controlled by the RHIDES Pass Office and will be accessible electronically. You can be assured that we have in place security measures to ensure the confidentiality of this information, and we will continue to maintain and improve these measures over time in line with legal and technological developments.
- As we are part of an international group of companies which operate globally, we may share your details with other companies within the group, which may be located both inside and outside the European Economic Area (EEA). At the request of your employer, we may also share your details with other port operators and selected business partners, who may be interested in extending the RHIDES system to their ports or businesses.
- You can contact us at The RHIDES Pass Office, Port Police Station, The Dock, Felixstowe, Suffolk, IP11 3SY at any time to see the information held about you and to ask us to make any necessary amendments to keep your data up to date and accurate. You may also request details of parties to whom your data has been made available at any time.