

CrewRenew – Privacy Policy

Effective Date: 29th June 2026

CrewRenew LLC (“CrewRenew”, “we”, “our”, “us”) is committed to protecting your privacy and handling personal data transparently, responsibly, and in accordance with applicable data protection laws.

This Privacy Policy explains how we collect, use, store, share, and protect personal data when you access or use the CrewRenew platform.

1. Who We Are (Data Controller)

CrewRenew LLC is a limited liability company registered in the State of Delaware, United States of America.

For the purposes of applicable data protection laws, CrewRenew acts as the **Data Controller** of personal data processed through the CrewRenew platform. CrewRenew holds no personal information used during the sign up process.

If you have any questions regarding this Privacy Policy or your data rights, please contact: marketing@crewrenew.com

2. Scope of This Policy

This policy applies to:

- Crew Members (including applicants and verified members)
 - Merchants and Merchant representatives
 - Website visitors
 - Users of CrewRenew dashboards, CrewCard usage, and progressive web application (PWA) services
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3. Personal Data We Collect

3.1 Crew Members

We may collect and process:

- Full name
- Email address and contact details

- Seaman's book details
 - A selfie – used for CrewCard Identification
 - Account login and usage data
 - Membership status and verification records
 - Communication preferences
 - CrewCard usage
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3.2 Merchants

We may collect:

- Business name and description
 - Business location and category
 - Contact person name and contact details
 - Logos, images, and branding assets
 - Offer details and verification logs
 - Platform usage and activity data
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3.3 Technical & Usage Data

We may automatically collect:

- IP address
 - Device and browser information
 - Log files
 - Platform interaction data
 - PWA usage and performance data
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4. Legal Basis for Processing

Depending on your location, we process personal data under one or more of the following lawful bases:

- **Contractual necessity** – to provide CrewRenew membership and services
 - **Legitimate interests** – to operate, secure, and improve the platform
 - **Legal obligations** – to comply with applicable laws
 - **Consent** – for marketing communications where required
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5. How We Use Personal Data

We use personal data to:

- Verify Crew Member and Merchant eligibility
 - Manage accounts, dashboards, and memberships
 - Facilitate use of CrewCard
 - Communicate platform updates and respond to support requests
 - Promote platform content and offers
 - Maintain platform security and prevent misuse
 - Analyse usage and improve services
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6. Marketing Communications

CrewRenew may send:

- Service-related communications (necessary for platform use)
- Marketing communications (optional)

You may opt out of marketing communications at any time by:

- Clicking unsubscribe in emails
- Updating account preferences
- Contacting CrewRenew directly

Merchants consent to the use of submitted business information and branding for promotional purposes as described in the Merchant Terms & Conditions.

7. Data Sharing & Third Parties

CrewRenew does not sell personal data.

We may share data with:

- Trusted service providers (e.g., hosting providers, payment processors, analytics services)
- Identity verification providers
- Merchants, where necessary to validate offers or reservations
- Legal or regulatory authorities where required by law

All third parties are required to process data securely and in compliance with applicable laws.

8. International Data Transfers

CrewRenew operates internationally. Limited personal data may be transferred and processed outside your country of residence, including in the United States.

Where required, we implement appropriate safeguards such as Standard Contractual Clauses or equivalent legal mechanisms.

9. Data Retention

We retain personal data only for as long as necessary to:

- Provide services
- Comply with legal obligations
- Resolve disputes
- Maintain verification and audit records

Verification documents are viewed and then erased from the system in the verification process. A selfie is retained for use in CrewCard identification.

10. Data Security

CrewRenew implements appropriate technical and organisational measures to protect personal data, including:

- Secure hosting environments
- Restricted access controls
- Encrypted transmissions where applicable
- System monitoring and security practices

While no system is completely secure, we take reasonable steps to protect personal data against unauthorized access, loss, or misuse.

11. Your Privacy Rights

Depending on your jurisdiction, you may have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of personal data
- Restrict or object to processing
- Request data portability
- Withdraw consent (where applicable)
- Lodge a complaint with your local data protection authority

To exercise your rights, contact:

marketing@crewrenew.com

12. Cookies & Tracking Technologies

CrewRenew uses cookies and similar technologies to:

- Enable essential platform functionality
- Improve user experience
- Analyse platform performance

You may manage cookie preferences through your browser settings.

13. Children's Data

CrewRenew services are not intended for individuals under 18 years of age. We do not knowingly collect personal data from minors.

14. Changes to This Policy

CrewRenew may update this Privacy Policy from time to time. Updates will be published on the platform. Continued use of the platform constitutes acceptance of the revised policy.

15. Contact Information

For privacy-related inquiries: marketing@crewrenew.com