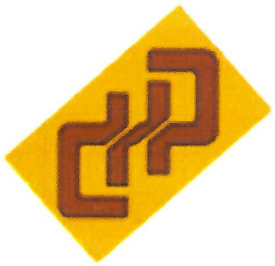

CARGO HANDLING
CORPORATION LIMITED

DATA PROTECTION POLICY

CARGO HANDLING CORPORATION LIMITED

DATA PROTECTION POLICY

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CARGO HANDLING CORPORATION LIMITED

DATA PROTECTION POLICY

1. Introduction

The Cargo Handling Corporation Ltd (CHCL) is a state-owned private company incorporated in October 1983. The CHCL is the sole operator for container handling activities at Port Louis. It also handles general and bulk cargoes excluding products through pipelines.

With a team of employees across three distinct business units namely, Mauritius Container Terminal, Multipurpose Terminal and Corporate Services, CHCL offers an efficient and reliable service to the shipping community.

During the course of its operations, the CHCL collects, processes and stores personal data. With the promulgation of the Data Protection Act, the necessary mechanism has been put in place to ensure security of personal data of the CHCL's employees and stakeholders.

CHCL is committed to protecting the privacy and personal data of its employees, clients, contractors, and stakeholders. This policy outlines how CHCL collects, processes, stores, and protects personal data in accordance with the Data Protection Act 2017 (DPA).

2. Scope

This policy applies to all personal data processed by CHCL, whether in electronic or manual form, and to all employees, contractors, and third parties who have access to such data.

3. Data Controller

CHCL acts as a Data Controller under the Data Protection Act 2017. It determines the purposes and means of processing personal data and is responsible for ensuring compliance with applicable laws.

4. Data Collection, Processing and Disclosure

CHCL collects and processes personal data necessary for its operations, including identification data, contact details, employment data, financial data, and where applicable, CCTV and biometric data, all of which are treated confidentially.

Data is processed on lawful grounds such as consent, contractual necessity and legal obligations.

Personal data is securely maintained in physical and electronic formats with controlled access and may be disclosed, where necessary, to government and regulatory authorities, and other authorised institutions, in accordance with the Data Protection Act 2017. The DPA allows personal data to be shared among public sector agencies without consent in specific circumstances.

5. Data Processing and Retention

Personal data is processed securely and only for the purposes for which it was collected. CHCL retains data for the duration necessary to fulfil its purpose, in accordance with legal and regulatory requirements. Data no longer required is securely deleted or anonymized.

6. Data Security

The CHCL is committed to ensuring the security of personal data in order to prevent unauthorised access, accidental deletion and malicious hacking attempts.

CHCL implements robust security measures to protect personal data.

External service providers must ensure similar level of technical and organisational security measures to protect CHCL data.

7. Data Subject Rights

Under the Data Protection Act 2017, individuals have the right to:

- Access their personal data
- Request rectification or erasure of their personal data
- Restrict or object to processing of their personal data
- Withdraw consent at any time
- Lodge complaints with the Data Protection Office
- Obtain a copy of their personal data in a structured format
- Not be subject to a decision based solely on automated processing, including profiling which produces legal effects concerning them

Individuals need to be aware of their rights and understand how to exercise such rights.

Requests relating to any of the rights listed above can be made via email to registry@chcl.mu or can be addressed to the Data Protection Officer, CHCL Administration Building, Mer Rouge Port Louis. CHCL will respond to requests within one month, extendable by two months for complex requests.

No administration fee shall be charged for considering and/or complying with such a request unless the request is deemed to be manifestly excessive in nature.

As per Section 37 (4) of the DPA, where the personal data are not or have not been collected from the data subject, the controller shall not be required to provide information where the processing is expressly prescribed by law or this proves to be impossible or involves a disproportionate effort.

8. Third-Party Processors

CHCL ensures that third-party processors:

- Are contractually bound to comply with data protection standards
- Take appropriate level of technical and organisational measures to protect CHCL data.
- Do not process data beyond the scope of CHCL's instructions

9. Data Breach Management

In the event of a data breach, CHCL will:

- Investigate and contain the breach
- Notify affected individuals and the Data Protection Office where required
- Take corrective actions to prevent recurrence
- Maintain a breach register for accountability

In the case of a personal data breach, the controller shall, without undue delay and, where feasible, not later than 72 hours after having become aware of it, notify the personal data breach to the Data Protection Commissioner.

10. Website and External Links

CHCL's website may contain links to external sites. CHCL is not responsible for the privacy practices of these sites. Users should review the privacy policies of external websites independently.

11. Compliance and Review

All processing of personal data by CHCL is conducted in full compliance with the Data Protection Act 2017. This policy will be reviewed annually or as needed to reflect changes in legislation, technology, and best practices.

12. Approval

This Policy is approved by the Board of Directors of the Cargo Handling Corporation Limited on 28 May 2026. And signed by:

Managing Director