



GOVERNMENT OF BERMUDA

Customs Department

PRIVACY NOTICE

Customs Department statement about its practices and policies with respect to personal information

(Made pursuant to Section 9 of the Personal Information Protection Act 2016)

Date of Issue: 1 January 2026

The Bermuda Customs Department (“Department”, “Customs”, “we”, “our” or “us”) is committed to protecting the privacy of all individuals (“individual”, “you”, or “your”) whose personal information we collect, hold, store, use, and disclose while conducting our duties.

This privacy notice is intended to provide individuals with clear and easily accessible information about our practices and policies with respect to the management of personal information, in compliance with the requirements of the Personal Information Protection Act 2016 (PIPA).

1. Definitions

- “Personal information” means any information about an individual from which that person can be identified directly or indirectly. It does not include data where the identity has been removed (anonymous data).
- “Use” or “using” in relation to personal information, means carrying out any operation on personal information, including, but not limited to collecting, holding, organising, altering, transferring, disclosing, combining, blocking, erasing, or destroying it.
- “Sensitive personal information” means any personal information including an individual’s place of origin, race, colour, national or ethnic origin, sex, sexual orientation, sexual life, marital status, physical or mental disability, physical or mental health, family status, religious beliefs, political opinions, trade union membership, biometric information, or genetic information.

2. Name and Contact Information of the Privacy Officer

Customs internal oversight of PIPA compliance is managed by the **Customs Privacy Officer**. All questions regarding this Privacy Notice or our use of your personal information should be directed to the Customs Privacy Officer.

Role	Contact Details
Customs Privacy Officer	Bermuda Customs Department, 131 Front Street, Hamilton HM 12, Bermuda
Email	customsprivacyofficer@gov.bm
Telephone	(441) 444-0461

3. Personal Information Collected

Customs collects personal information necessary to fulfil its statutory obligations and border control mandate, primarily related to the import and export of goods and the movement of travellers into and out of Bermuda. This information includes, but is not limited to personal information.

There are some special categories of more sensitive personal information which require a higher level of protection.

Customs holds information about—

- **employees and prospective employees**
- **individual members of the public**
- **customers and clients**
- **registration and application forms**
- **businesses**
- **suppliers and service providers**
- **advisers, consultants and other professional experts**
- **complainants and enquirers**
- **agents and representatives**
- **relatives, children, guardians, dependants and associates**
- **offenders and suspected offenders**

Customs may directly or indirectly collect, hold, store and use certain categories of personal information relating to employees and prospective employees, such as:

- **recruitment information (e.g. CV, application forms)**
- **employment administration information (e.g. contact details, salary, absence records, hours worked)**
- **details of whereabouts (e.g. if recorded by electronic card access systems)**
- **details relating to use of our assets (e.g. computers, telephones)**
- **performance information (e.g. appraisals and disciplinary actions)**
- **details relating to the administration of benefits (e.g. health insurance and pension which may include personal information of dependants)**

Customs may directly or indirectly collect, hold, store and use certain categories of personal information about you such as:

- **personal contact details such as name, title, addresses, telephone numbers, and personal email addresses**
- **gender**
- **marital status and dependents**
- **financial information and bank account details**
- **information about your employment**
- **information about your business activities**
- **information about your domestic and business properties**
- **passport and driving licence information**
- **work permit information**
- **traveller information such as date of birth, passport details, flight/vessel details and customs traveller declarations for goods, cash or negotiable instruments**
- **import/export information such as names and contact details of importers, exporters, suppliers and brokers; nature, quantity and value of goods; customs declarations; invoices; shipping documents; and payment details for duty, wharfage and other fees**

Customs will also collect, hold, store and use certain special categories of more sensitive personal information such as—

- **passenger name record (PNR) information**
- **information about criminal convictions; allegations and offences; customs reviews and appeals; and legal proceedings, where relevant in relation to our functions**
- **information related to inspections, searches, seizures, investigations, and search warrants**

4. Collection of Personal Information

We obtain your personal information from -

- You
- Third Party Individual(s)
- Third Party Organisation(s)

We make all reasonable efforts to ensure that only such personal information as is necessary for the purpose is collected and used.

If the personal information is obtained from any third party, we ensure that such disclosures are reasonable and permitted by law.

Customs will collect personal information directly from you in circumstances such as:

- **when a customs declaration is submitted**
- **when you register with Customs for a CAPS ID No.**
- **when you apply for duty relief**
- **when you register goods with Customs for any purpose**
- **when we enable you to access Web Trader and other Customs services**
- **when you contact Customs about BCD codes, exchange rates, classification of goods or valuation of goods**
- **when you file a refund application**
- **when you file a request for a formal Customs Review**
- **when you file an Appeal Notice**
- **when you apply for a job**
- **whenever you contact us**

Customs will also collect your personal information directly from third parties such as:

- **your airline**
- **your cruise line**
- **your shipper or shipping line**
- **your employer when they submit restricted access pass applications for controlled areas**
- **other government departments and law enforcement agencies**
- **security providers and sureties**
- **banks and other financial institutions**
- **other people you do business with**
- **your agent or representative**
- **overseas law enforcement agencies and authorities**
- **previous employers and referees**
- **publicly available sources**

5. Use of Personal information

Customs will only use your personal information as permitted by law. We use your information, in the context of administering and recordkeeping, to comply with a law that authorises or requires such use.

Most commonly, your personal information will be used where:

- **Customs needs to comply with a legal obligation**
- **It is necessary for the performance of a task carried out in the public interest or in the exercise of Customs' official authority as a government department**
- **It is necessary for the purposes of the prevention, investigation, detection or prosecution of criminal offences**
- **It is necessary for our legitimate interests, including for HR and recruitment purposes**

Customs has civil and criminal investigative powers. We routinely examine and obtain business records, which can contain personal data such as employee and customer data, so that we can carry out our functions as a government department.

In limited circumstances, we will ask you for your consent to use your personal information, but your consent is not required if any law requires the information, and it is necessary for our functions as a government department.

If you have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. You will be told how to withdraw your consent when you provide it and you must follow that process.

6. Purpose of Collection, Use, and Disclosure

Personal information is collected, used, and disclosed for the following primary purposes:

1. **Border Security:** Identifying and assessing risks related to prohibited or restricted items and national security.
2. **Revenue Collection:** Calculating, assessing, and collecting customs duties, taxes, and fees accurately.
3. **Law Enforcement:** Detecting, preventing, and investigating customs and other legislative offences (e.g., money laundering, drug trafficking, international sanctions).
4. **Statistical Reporting:** Compiling trade statistics for government reporting and economic analysis.
5. **Compliance:** Ensuring adherence to due diligence and AML requirements, the Customs Tariff Act, the Revenue Act, and other related legislation.

7. Disclosure of Personal Information

Personal information may be disclosed to other Government of Bermuda Ministries or Departments and to overseas law enforcement agencies as authorized by law. Such disclosures are made for the purposes of cross-border security, law enforcement, statistical analysis, or as required by an international agreement or court order. All disclosures of personal information are strictly governed by statutory authority under the Customs Department Act 1952 and the requirements of PIPA.

The following individuals and/or types have access to your personal information:

- Relevant staff operating in the Ministry or Department
- When relevant, auditors or other staff dealing with quality or regulatory standards
- IT / technical or other relevant staff who require access to perform their duties.

These persons have access to only that personal information necessary for the discharge of their duties.

All third parties who use personal information transferred by us, or on our order, must meet our third-party transfer requirements. If transferred outside Bermuda, all reasonable efforts are made to ensure that only the personal information that is relevant and necessary is transferred, which will include an assessment of the laws that apply in the relevant jurisdiction.

All persons with access are under contract and understand their obligation to maintain personal information and are subject to conditions of confidence.

8. Retention of Personal Information

We retain your personal information in accordance with our standard retention requirements.

9. Data Security Measures

The Department maintains reasonable security safeguards appropriate to the sensitivity of the information to protect personal information against loss, theft, unauthorized access, disclosure, copying, use, modification or other misuse. These measures include physical security, electronic access controls, and administrative procedures, proportional to the potential harm, sensitivity, and context of the personal information, in compliance with applicable laws.

Access to your personal information is also restricted to authorised employees and agents who require access for a permitted purpose to perform their employment functions, and whom have been advised as to its proper handling.

We constantly monitor the security of our systems and we review our policies and procedures on a regular basis to ensure an appropriate level of security for all personal information that we use.

10. Access and Correction Rights (PIPA, Part 6)

Under PIPA, individuals have the right to submit to us reasonable written requests to access their own personal information held by the Department and to request corrections if they believe the information is inaccurate or incomplete. To exercise these rights, individuals must submit a written request to the **Customs Privacy Officer** at the contact details provided in above.

Any request must provide sufficient detail to enable us to identify the personal information to which the request relates and will be processed in accordance with the timelines and procedures set out in PIPA.

We will do all we reasonably can to assist you with any issue arising from our use of your personal information.

In certain circumstances, you can request a review by the Privacy Commissioner of our decision, action or failure to act, and you may initiate a complaint against us with the Privacy Commissioner.

11. Privacy notice updates

This Privacy Notice may be updated from time to time. Any amended Privacy Notice becomes effective and replaces the previous version once published.

This privacy notice is subject to change in accordance with changes to applicable laws or our internal policies and procedures. The date below indicates when this privacy notice was last revised.

Version 1.0

Documentation last updated: 1 January, 2026