

In order to offer the best service to you, as consequence of constant improvement, we are making a survey of satisfaction's degree of our Customers, betting for Pilotage's Quality Service. For this reason, is extremely important for us to knowing and understanding your opinions. With this purpose, we expect to be answered as soon as possible.

The gathered information is going to be used a data base to implementate improvement actions, so that the services offered by us will be adapted to the needs and expectations of our Customers. We will treat this information with confidential character.

Ship:		Date:	
Route:	☐ Daily regular ☐ Weekly regular ☐ Half-yearly regular ☐ Tramp ☐ Other		
Value the following questions about MANOEUVERS' SAFETY , 1 deplorable 5 excellent			
Professionalism:	1 2 3 4 5	Communication with Pilot:	1 2 3 4 5
Information facilitated by Pilot:	1 2 3 4 5	Information facilitated by VHF:	1 2 3 4 5
Value the following questions about PILOTAGE'S SERVICE , 1 deplorable 5 excellent			
Pilot's boats:	1 2 3 4 5	Time of response:	1 2 3 4 5
Global valuation of PILOTS , 1 deplorable 5 excellent			1 2 3 4 5
How many aims do you believe that Pilots has fulfilled?			
☐ Constant improvement ☐ Transparency and clarity ☐ Control and security in the service			
You have some suggestion to improve the quality of the service?			
Do you wish more information about other subject?			

Thank You very much for your collaboration
A better service is our objective

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On behalf of the company, we process the information you provide us in order to provide the requested service and bill for it. The data provided will be kept as long as the commercial relationship is maintained or for the years necessary to comply with legal obligations. The data will not be transferred to third parties except in cases where there is a legal obligation. You have the right to obtain confirmation on whether at CORPORACIÓN DE PRÁCTICOS DE CÁDIZ SLP we are treating your personal data, therefore you have the right to access your personal data, rectify inaccurate data or request its deletion when the data is no longer necessary.

I also request your authorization to offer you products and services related to those requested and retain you as a customer

YES

NO

CORPORACIÓN DE PRÁCTICOS DE CÁDIZ, S.L.P.