

**Data Protection**

**Privacy Policy**

**Alvechurch Riding Club**

## Data protection

***Alvechurch Riding Club is a data controller registered with the UK Information Commissioner's Office***

Keeping your personal information safe is very important to us. We are committed to complying with privacy and data protection laws and being transparent about how we process personal data.

We have policies, procedures and training in place to help our employees and volunteers understand their data protection responsibilities and follow the data protection principles.

We have a nominated member of staff who serves as our Data Protection Lead. If you have any questions regarding our Privacy Policy, please email [alvechurchridingclub@outlook.com](mailto:alvechurchridingclub@outlook.com)

This privacy policy relates to our use of any personal information we process about you.

## How we collect personal data

We may collect your personal data in different ways, for example:

- when you, your parent or guardian communicate with us by post, telephone, email, Facebook or via our website

## How we use personal information

We collect and use personal information about our members, competitors and volunteers for different purposes.

### **Membership applications, administration and renewals**

#### **Informing non-members about Alvechurch Riding Club events and services**

#### **Competitor entries, times & results (EG Dressage and Combined Training)**

#### **Provision of training, events and camps to individuals**

#### **Dealing with complaints and appeals**

#### **Undertaking safeguarding activities including DBS checks where applicable**

We only collect personal information that we genuinely need.

This may include:

- Contact details such as name address, email address and phone numbers
- Date of birth and gender (usually only relevant for junior classification)
- Emergency contacts should you travel to an event or training alone
- Dietary requirements where this is required for catering
- Name of your parent or guardian (if you are under 18)
- Nationality
- In respect of committee members; declared bankruptcy and criminal convictions

### **Membership applications, administration and renewals**

We will use the information that you provide to us to process your membership application and renew your application if appropriate.

#### **Informing non-members about Alvechurch Riding Club events**

We will use the information that you provide to us to communicate to you about events, training and things we believe may be of interest to you. Our legal basis for using your personal information in this way is consent.

#### **Provision of training, events and camps to individuals**

If you register for one of our training, events or camps, we will use your information provided to us to process your registration and enable you to attend the event or camp. This may include sharing some of your information with our volunteers that run the event or camps. It may also include collecting and sharing medical information with them if you choose to provide that to us. Our legal basis for using your personal information in this way is for the performance of a contract.

If you choose to provide us with your dietary requirements we may share them with third parties that we use to provide catering at our events.

#### Dealing with complaints and appeals

If a complaint or an appeal is raised with us, we will process the personal information that is provided to us to manage and resolve the complaint or appeal. This may include sharing relevant information with an affiliated organisation, such as The BEF or a riding club, a coach, welfare officer or other organisation, depending upon the nature of the complaint and the area it relates to. Our legal basis for using personal information for this purpose is to fulfil our legitimate interest and fulfil our objective of resolving complaints in a careful and appropriate manner.

#### Undertaking safeguarding activities including DBS checks

When necessary, we process relevant personal information about members, volunteers, coaches and employees for safeguarding purposes. This might include undertaking DBS and other checks to identify any criminal and other activity we need to be aware of and casework. It may be necessary to share some personal information with relevant authorities such as the police, The Safeguarding Advisory Board and an appropriate member of the respective Member Body – such as The BEF, The Pony Club or a BRC Riding Club (as appropriate to the safeguarding activity). Our legal basis for this processing is to meet our legal obligations.

### Our legal basis for processing personal information

Our legal basis for the purposes that we process personal information is for the performance of a contract, or for our legitimate interests or consent.

We may process personal information because it is necessary for the performance of a contract to which you are a party (or to take steps at your request prior to entering a contract). For example, we may process your personal data:

- To issue or administer a membership
- To administer a training course event
- To supply merchandise you have ordered from our online shop

We may collect and use your personal data if it is necessary for our legitimate interest and so long as its use is fair, balanced and does not unduly impact your rights.

Usually we will only process sensitive personal data if we have your explicit consent. In extreme situations, we may share your personal details with the emergency services if we believe it is in your 'vital interests' to do so. For example, if someone is taken ill during one of our events.

### Sharing personal information

We will only share your personal information where we are required to fulfil our contract with you, or legitimate interest, where we have your consent, or we are required to do so by law.

We may share your personal information with third party organisations who will process it on our behalf, for example a mailing house, our website administrator or printers.

If necessary, we may also share your information with caterers, course providers and coaches.

We may also share your information with our bank to process a payment; our professional advisers (such as our legal advisers) where it is necessary to obtain their advice; and our IT support and data storage providers.

Where required, we will process personal information to comply with our legal obligations. In this respect we may use your personal data to comply with subject access requests; for the prevention and detection of crime; and to assist the police and other competent authorities with investigations including criminal and safeguarding investigations.

## Your rights

If you no longer wish to receive communications about products and services from us, please contact [alvechurchridingclub@outlook.com](mailto:alvechurchridingclub@outlook.com). You can also unsubscribe at any time to any emails that we may send to you about club activities that we think will be of interest to you.

You also have the right to:

- Request a copy of the information we hold about you. Requests should be addressed to [alvechurchridingclubn@outlook.com](mailto:alvechurchridingclubn@outlook.com). We will respond within 30 days of receiving your written request.
- Tell us to change or correct your personal information if it is incomplete or inaccurate. Please contact us at [alvechurchridingclubn@outlook.com](mailto:alvechurchridingclubn@outlook.com)
- Ask us to restrict our processing of your personal data or to delete your personal data if there is no compelling reason for us to continue using or holding this information. Please contact us at [alvechurchridingclubn@outlook.com](mailto:alvechurchridingclubn@outlook.com)

Please note that we may be entitled to refuse requests where exceptions apply: for example, if we have reason to believe that the personal data we hold is accurate or we can show our processing is necessary for a lawful purpose set out in this Privacy Policy.

## How long we keep your personal information

We will hold your personal information for as long as is necessary. We will not retain your personal information if it is no longer required.

- We will keep membership records indefinitely, in order to administer our membership scheme
- We will keep records of events and camps for 2 years, in order to facilitate any insurance claim resulting from the activity.

## Changes to this policy

This Privacy Policy may change from time to time. Where practical we will provide you with an updated Privacy Policy from time to time. However, we also recommend that you please visit the webpage periodically to keep up-to-date with the changes in our Privacy Policy.

## Making a complaint to the Information Commissioner's Office

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way which is inconsistent with the law, you can complain to the Information Commissioner's Office whose helpline number is: **0303 123 1113**.