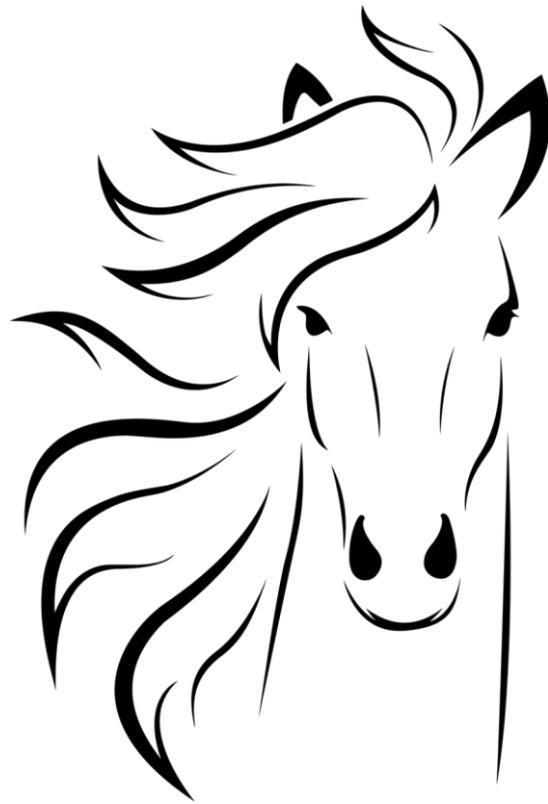


Data Protection Privacy Policy Caithness Riding Club



Data protection

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 the committee who serves as our Data Protection Lead. If you have any questions regarding our Privacy Policy, please email Jacky MacMillan (club secretary) jackymacmillan@hotmail.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, your tutor or coach communicate with us by post, telephone, SMS, email, online entry platform or via our website

How we use personal information

We collect and use personal information about our members, supporters, and volunteers for different purposes:

- **Membership applications, administration and renewals,**
- **Accident reporting,**
- **Event attendance (non members),**
- **Running events and camps,**
- **Handling complaints.**

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
- Name of your parent or guardian (if you are under 18)
- Emergency contact details
- Information concerning your health and medical conditions

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. We will contact you with information about events, other items of interest, as part of your membership. You can opt out or unsubscribe from receiving this information if you wish. Our legal basis for using your personal information in this way is for the performance of a contract.

Accident reporting

We will retain information pertaining to accidents and incidents that happen at CRC events. Our legal basis for using your personal information in this way is that it is necessary for compliance with a legal obligation.

Event attendance (non-members)

If you opt in to our mailing list we will use the information that you provide to email and post you information about our events, courses, our services and other items of interest. You can opt out or unsubscribe from receiving this information at any time if you wish. Our legal basis for using your personal information in this way is consent.

Running events and camps

If you register for one of our 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 will include sharing some of your information with our instructors/coaches and 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 BRC, 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.

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 administer a membership

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.

We will ask for your consent to send you marketing emails and text messages. You can withdraw consent for this at any time.

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.

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

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.

Transferring personal data outside of the EEA

We do not transfer data outside the EEA.

Your rights

If you no longer wish to receive communications about products and services from us, please contact caithnessrc@gmail.com. You can also unsubscribe at any time to emails that we may send to you about the products and services 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 [enter the email address of your data protection lead]. 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 caithnessrc@gmail.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 jackymacmillan@hotmail.com
- Receive from us the personal information we hold about you which you have provided to us, in a reasonable format specified by you, so that you can send it to another organisation. Please contact us at jackymacmillan@hotmail.com

- Object, on grounds relating to your specific situation, to any of our processing activities where you feel this has a disproportionate impact on you. Please contact us at jackymacmillan@hotmail.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. In some circumstances, we may legally be required to retain your personal information, for example for finance, employment or audit purposes.

- We will keep membership details for the year of membership plus 3 months to allow for late renewals
- We will keep records of events and camps (members and non-members) for 2 years, in order to facilitate any insurance claim resulting from the activity.
- We will keep records of complaints and appeals until they are resolved
- We will keep records of accidents as this is a legal requirement

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 this 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**.