

Stepney Bank Stables

Privacy Notice - Riders and Volunteers

About this Privacy Notice

Who are we?

Stepney Bank Stables (**we, us**) is a registered charity (No. 1084687) and we are responsible for handling the personal information we collect from you.

This Privacy Notice (**Notice**) tells you how we use your personal information when you make contact with us, visit our stables or use our services. It sets out the ways in which we collect personal information, the uses of that personal information and the ways in which we will share any personal information you should to provide us.

What is personal information?

Personal information is defined as any data which relates to a living individual who can be identified:

- From the information we hold, or
- From the information combined with any other information which is already in the possession of or, likely to come into the possession of, the person or organisation holding the information.

Personal information also includes any expression of opinions about an individual, and any indication of the intentions of the data controller, or any other person, in respect of the individual. Examples of personal data include:

- Name and home address details
- Bank account details
- Date of birth
- Telephone numbers
- Images

Personal data may also include special categories of personal data or criminal conviction and offences data. These are considered to be more sensitive personal data, for example:

- Racial or ethnic origin
- Physical or mental health / condition
- Religious or other similar beliefs of a similar nature

This Notice covers the following information

Date: 22/09/23

- What personal information do we collect?
- How and why we use your personal information?
- How long we do keep your personal information?
- Your data protection rights
- Contact us
- How to complain

What personal information do we collect?

We may collect and process the following types of **personal information** from you:

- Name, date of birth and gender;
- Contact details, this includes telephone numbers, email addresses, addresses, next of kin contact details; and/or
- Financial information, this includes payment details and/or direct debit information.

We may collect and process from you the following types of **special category data** from you:

- information about your race or ethnicity; and
- information about your health, including any medical condition.

We may process special category data about your health, including any medical conditions to:

- ensure your health and safety in the stables;
- assess your fitness to horse ride;
- provide appropriate adjustments; and
- ensure adequate safeguarding protections are in place.

Where we need to collect personal information to fulfil our responsibilities and this is not provided, we may not be able to provide access to our stables or services.

How and why we use your personal information?

Most of the personal information we process is provided to us directly by you to enable us to provide horse riding lessons and volunteering opportunities to you.

We may obtain information from you via a variety of sources including:

- When you register on the EC Pro system
- Through on going contact when you ride or volunteer with us
- If you make a complaint about our services

We may also take photographs at our events and properties to use for general marketing. However, photographs of individuals will only be used for these purposes with your consent.

When we collect and process your personal information, we ensure information is:

- used lawfully, fairly and in a transparent way;

Date: 22/09/23

- collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
- relevant to the purposes we have told you about and limited only to those purposes;
- accurate and kept up to date;
- kept only as long as necessary for the purposes we have told you about; and
- kept securely.

We will collect and process your personal information for a number of purposes which includes to:

- provide you with access to our stables;
- provide you with access to our services;
- send information to you;
- responding to any queries you may have;
- to fulfil any contract that be entered with you; and
- send marketing information to you

In line with data protection laws, we ensure we have a legal justification (lawful basis) to process your personal information. We will generally rely on the one or more of the following lawful bases:

Performance of a contract: This is relevant where we collect and use your personal information where necessary to enter into a contract with you or to perform our obligations under a contract with you.

Consent: This is relevant where we need your consent to use your personal information. However, we do not usually need your consent if there is another legal ground as above. You can withdraw your consent by contacting us (see below).

When we process special category data, such as health information, which requires higher levels of protection, we are required to have further legal grounds for collecting, storing and using this type of personal information. We justify our use of special category data using one or more of the following additional lawful bases:

Consent: you have consented for us to use collect and process your sensitive personal information.

Legal claims: where your information is necessary for us to establish, defend, prosecute or make a claim.

How we store and how long do we keep your personal information?

Your information is securely stored. We store it securely on the ECPro system with the following security measures:

- Control of access to Stepney bank Stables systems
- Using encryption methods such as passwords
- Trained staff in data protection
- Regular penetration testing of our technology

We will retain your personal information for as long as is necessary for the purposes set out above and to comply with legal, regulatory, tax or accounting requirements.

Date: 22/09/23

We ensure that personal information that is no longer necessary is disposed of securely.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at hello@stepneybank.co.uk or Stepney Bank Stables, Stepney bank, Newcastle upon Tyne NE1 2PN if you wish to make a request.

Is your personal information used overseas?

In most cases we will not process your personal information outside of the European Economic Area (EEA). In instances where your personal information needs to be transferred to a country or territory outside of the EEA that country or territory must ensure adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Contact us

Address: Stepney Bank Stables, Stepney Bank, Newcastle upon Tyne, NE1 2NP
Telephone: 0191 261 5544
Email: hello@stepneybankstables.com
Website: <https://www.stepneybankstables.com>

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hello@stepneybankstables.com.

You can also complain to the ICO if you are unhappy with how we have used your personal information

The ICO's address:

Date: 22/09/23

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>