



Privacy Policy

Our contact details

Name: **Poppyfield Equestrian**

Address: **Branston Road, Heighington, Lincoln, LN4 1QQ**

Phone Number: **07707 399181**

Data Protection

Poppyfield Equestrian is registered with the UK Information Commissioner's Office (Registration Number: Pending).

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. Written records are maintained in locked storage and digital copies are passworded and not stored on mainframes; access to this information is limited to key staff members and regularly monitored.

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.

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

How we Collect Personal Information

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

- Completed Rider Registration forms
- when you, your parent or guardian communicate with us by post, telephone, SMS, or email
- from The Pony Club, who forward us your information when you join them so that you are also enrolled as a member of our centre
- from the information you provide to us when you make an application to work for us, or from third parties such as your previous or current employers so we can verify details about you
- as you interact with us in other ways, as a contractor, or in any other capacity

How we use Personal Information

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

- Rider registration and administration
- Informing non-members about BHS events and services
- Provision of training courses to individuals (who are or will become a Pony Club member to join the course)
- Provision of exams to individuals (who are or will become a Pony Club member to take the exam)
- Running events
- Dealing with complaints and appeals
- Undertaking safeguarding activities including DBS checks and casework
- Recording safety incidents and accidents
- Carrying out surveys
- Employee administration
- Employee and volunteer recruitment

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, including preferred name
- Details of medical conditions that may impact on your ability to ride, including any hidden disabilities
- Name of your parent or guardian (if you are under 18)
- Name and contact details of any next of kin where you are attending an event

In respect of job applicants, we may also collect:

- your bank account details, tax and residency status
- references from previous employers or educational institutions
- contact details for your family members and next of kin
- information concerning your health and medical conditions
- information about your race, ethnicity, and sexual orientation
- details of criminal convictions

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example, name and contact details)
- Information on medical conditions that may affect your riding ability

Rider registration and Administration

We will use the information that you provide to us to process your registration with Poppyfield Equestrian. We will email and post you information about events, courses, our services, and other items of interest, as part of your membership of the Centre. 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.

Informing non-members about BHS events and services

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, 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.

Provision of training courses to individuals (who are or will become a Pony Club member to join the course)

If you sign up to one of our training courses, we will use the information that you provide to us to process your registration and provide the course to you. Our legal basis for using your personal information in this way is for the performance of a contract.

Provision of assessments to individuals (who are or will become a Pony Club member to take the exam)

If you apply to undertake one of our exams, we will use your information provided to us to process your application and enable you to undertake the exam. This will include sharing some of your information with the examiner. It may also include sharing your results with your trainer/coach and collecting and sharing medical information with your examiner if you choose to provide that to us and if it is necessary. Our legal basis for using your personal information in this way is for the performance of a contract.



Running events

If you register for one of our events, we will use your information provided to us to process your registration and enable you to attend the event. This will include sharing some of your information with our volunteers that run the events. 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.

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 BHS, the BEF, 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 and casework

When necessary, we process relevant personal information about members, volunteers, coaches, employees, or other individuals for safeguarding purposes. This might include undertaking DBS and other checks to identify any relevant criminal activity. The lawful basis for processing data for DBS checks is:

DBS checks carried out on behalf of other organisations: 6(1)(b) – Contract

DBS checks carried out on Poppyfield Equestrian staff or volunteers: 6(1)(c) – Legal Obligation

We may also process personal data as part of safeguarding casework activities. This data may relate to the reporter of an allegation, the victim of an allegation or the alleged perpetrator. 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 BHS or The Pony Club (as appropriate to the specific safeguarding activity). Data sharing will only be carried out where there is a reasonable belief that the transfer of any data could prevent further criminal activity.

The lawful basis for processing data for these safeguarding activities, to protect young people and vulnerable adults, is

6(1)(e) – Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

Special Category data is processed under article 9 (2) (g) of the GDPR – Processing is necessary for reasons of substantial public interest - and Parts 1-3 of Schedule 1 of the Data Protection Act 2018.

Recording safety incidents and accidents

We record and retain relevant personal information about accidents, incidents and near misses that are reported to us. Our legal basis for this processing is to fulfil our legitimate interest and organisational objective to ensure every horse and rider is as safe as possible. We analyse the information provided to us and use the statistics to lobby those in power to make the changes that are required to ensure riding is safer for all.

Carrying out surveys

If you choose to take part in one of our surveys, we will use the personal information that you provide to process the results of the survey and undertake analysis. We will not share the personal information that you provide in a survey



with any other organisations. Survey results will be anonymised before being shared or published. Our legal basis for using personal information for this purpose is to fulfil our legitimate interest.

Employee administration and professional development of staff

We will process personal information of our employees to fulfil our contract with them. This includes payroll processing and the provision of training. We are required by law to share some financial information with the HMRC. We may also need to share some personal information with other organisations, for example solicitors, pension providers. Our legal basis for using your information for this is for the performance of a contract.

Employee and volunteer recruitment

If you provide us with information about yourself, such as a curriculum vitae, in connection with a job or volunteer application or enquiry, we may use this information to process your enquiry. We will not store this information for any purpose other than that relating to your application. Our legal basis for using your information in this way is for our legitimate interest.

Our Legal Basis for Processing Personal Information

We use several different lawful bases to collect, hold and use personal data. These are outlined in the relevant sections above.

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 and award a qualification
- 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. However, we may process special category data to carry out safeguarding activities to protect young people and vulnerable adults. The lawful basis for this is article 9 (2) (g) of the GDPR and Schedule 1, Parts 1-3 of the Data Protection Act 2018.

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 process employee personal information to fulfil our contracts with our employees and meet our legal obligations as an employer.

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; tax legislation; for the prevention and detection of crime; and to assist the police and other competent authorities with investigations including criminal and safeguarding investigations.



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 hurt or taken ill during one of our events.

Very occasionally we may share personal data with the relevant authorities, such as the Police, The Safeguarding Advisory Board, and an appropriate member of the respective Member Body – such as The BEF or The Pony Club (as appropriate to the specific safeguarding activity). Data sharing will only be carried out where there is a reasonable belief that the transfer of any data could prevent further criminal activity.

YOUR RIGHTS

If you no longer wish to receive communications about services and events from us, please contact Mrs Jo Morton (details at head of document). You can also unsubscribe at any time to emails that we may send to you about the services and events 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 Mrs Jo Morton (details at head of document). We will respond within one calendar month of receiving your written request.
- Tell us to change or correct your personal information if it is incomplete or inaccurate. Please contact us in writing, to the address at the head of the document, or by text to 07707 399181
- 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 in writing, to the address at the head of this document.
- 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 in writing, to the address at the head of this document.
- 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 in writing, to the address at the head of this document

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 keep membership records for seven years after the membership has expired, to administer our membership scheme.
- We will keep Volunteer records indefinitely, to administer and manage on-going activities/work our volunteers are engaged in and to provide statistical data for analysing our volunteer service and the impact it has on our organisational and charitable objectives.
- We will keep complaints records indefinitely, to administer and manage on going complaints and, where appropriate, provide a baseline for tracking complaints against centres/individuals for future reference to make informed decisions around accreditation/qualification/safeguarding/welfare issues, as is relevant.



- We will keep DBS records for 6 months, to comply with our legal obligations
- We will keep Safeguarding records indefinitely, to comply with legal obligations
- We will keep Safety/Accident records indefinitely, to administer and manage the ongoing activities/work we are engaged in.
- We will keep survey records indefinitely, to provide statistical data for analysing our activities/work and the impact it has on the organisation.
- We will keep staff records indefinitely, to comply with pension and tax obligations
- We will keep marketing records for 2 years, to carry out marketing within the legitimate interest of our business.
- We will keep volunteer records for a maximum of two years after the volunteer has resigned from their post, to provide statistical data.

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 Poppyfield Equestrian 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.

Date: November 2021