

Data Protection

Privacy Policy

Nidd Valley Riding Club

Data protection

Nidd Valley Riding Club (NVRC) is a data controller, exempt from registration 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 mawson@me.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, a family member or your coach communicate with us by post, telephone, SMS, email or via our website
- from the information you provide to us when you make an application to teach for the club
- as you interact with us in other ways; as a judge, volunteer or in any other capacity

How we use personal information

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

Membership applications, administration and renewals

Informing lapsed-members about *Nidd Valley Riding Club* events and services

Provision of lessons and other events to individuals, running lessons and camps

Dealing with complaints and appeals

Undertaking safeguarding activities including DBS checks and casework

Processing expenses

Administration for the supply of instructors and judges.

We only collect personal information that we genuinely need.

This may include:

- Contact details such as name address, email address and phone numbers
- Credit card details for membership renewals
- Date of birth and gender
- Name and contact details of any next of kin where you are attending an event and are riding
- In respect of instructors job applicants, we may also collect:
 - information concerning your qualifications (including First Aid certificates)

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 email and post you information about events, lessons and 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.

Informing lapsed members about *Nidd Valley Riding Club* 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, 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.

Provision of lessons and other events to individuals, running lessons and camps

If you register for one of our lessons, events or camps, we will use your information provided to us to process your registration and enable you to attend the lesson, event or camp. This will 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 and casework

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.

Processing expenses

We will use your personal information including your bank account details to process expense claims. Our legal basis for using your information for this is for the performance of a contract.

Administration for the supply of instructors and judges

When necessary we will need to contact qualified professionals to provide services to the club, for example teaching members or judging at competitions. Our legal basis for using your personal information in this way is to ensure that we fulfil our obligation to members by providing the services expected from a riding club and legitimate interest to the instructors and judges who's business it is to provide these services.

Cookies and aggregate information collected from

niddvalleyridingclub.org.uk

We use cookies and log files on our website to store information about how you use our website. A cookie is a piece of data stored on the user's computer tied to information about the user. This enables us to create a profile which details your viewing preferences. We use your profile to tailor your visit to our website, to make navigation easier and direct you to information that best corresponds to your interests and country.

Aggregate information is collected from users using our own web tracker. This information includes users' Internet Protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time of visit, number of clicks, error pages and number of unique visits.

This information is not linked to personal profiles or to personally identifiable information provided by users. We use it to analyse visitor trends and use of our website, administer the website and to gather broad demographic information of our website users. Our legal basis for using your information in this way is for our legitimate interest.

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 lesson
- To administer competition entries
- To hold records of any incidents or accidents on file for compliance purposes.

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.

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, coaches/training providers and judges.

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; 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.

Transferring personal data outside of the EEA

Nidd Valley Riding Club does not transfer data outside of the EEA.

Your rights

If you no longer wish to receive communications about products and services from us, please contact Sharon Mawson by email at: mawson@me.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 Sharon Mawson by email at: mawson@me.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: mawson@me.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 mawson@me.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 mawson@me.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 mawson@me.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 a maximum of two years. 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 records for two years, in order to administer our membership scheme, keep members informed of club activities and market to lapsed members.
- We will keep records of lessons, 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 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**.