



Data Protection

Privacy Policy

GLENBRAE RIDING CLUB

Data protection

GLENBRAE RIDING CLUB (known as GRC) 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 enquiries@glenbraeridingclub.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 communicate with us by post, telephone, SMS OR EMAIL
- as you interact with us in other ways; as a contractor, or in any other capacity

How we use personal information

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

Membership applications, administration and renewals

Informing non-members about **GRC** events

Provision of training courses to individuals

Running events and camps

Dealing with complaints and appeals

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
- Dietary requirements where this is required for catering
- Name and contact details of any next of kin/emergency contact where you are attending an event and are riding)

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, courses, our services 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 non-members about **GRC** events

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 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 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.

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

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.

If necessary, we may also share your information with caterers, course providers, referees, 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 and to assist the police and emergency services as necessary.

Your rights

If you no longer wish to receive communications about events from us, please contact enquiries@glenbraeridingclub.com .

You also have the right to:

- Request a copy of the information we hold about you. Requests should be addressed to enquiries@glenbraeridingclub.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 enquiries@glenbraeridingclub.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 enquiries@glenbraeridingclub.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 enquiries@glenbraeridingclub.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 enquiries@glenbraeridingclub.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 one year after membership expires. 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 audit purposes.

- We will keep membership records 1 year after membership expires, 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 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**.