

# Severnvale

## Privacy Notice



### What is this document about?

So that Severnvale Equestrian Centre (SVEC) can successfully tailor their lessons to meet the riding abilities and the individual needs of their clients; and/or provide suitable stabling and other facilities to them, or other outside parties, it needs to hold basic information about them. The information that it collects enables it to provide the best service to them; by ensuring that Severnvale has all the information it needs to deliver these facilities, safely and appropriately.

The "General Data Protection Regulation" (GDPR) dictate how Severnvale must treat this; and requires that it publishes this Privacy Notice, which describes to you (the "data subject" - the person whose data is held) what data it holds, some of which is classed as 'Sensitive Personal Data'; as well as what and how Severnvale uses it to provide these services to its clients.

### Personal information

Severnvale maintains the 'Personal Data' that it has about its hirers, electronically on local desktop computers; which are used for handling, collecting, storing and updating personal information relevant to the day to day running of the Centre; as well as noting bookings for lessons, raising invoices, and recording payments, etc.

#### What information do we hold and where does it come from?

All clients are initially required to complete an online or a paper-based 'Client Information Form' to provide the Centre with the key information that is required to enable it to deliver the best service to them safely and appropriately.

Bookings for lessons, and some payments, are made through an online booking system that is hosted by Bookwhen Ltd, which is integrated into the Centre's website; or are made directly through the Centre's telephone or email system. The hire of stables, equipment and/or other facilities are handled by these telephone or email systems.

The personal data that is kept about the Severnvale's clients includes information about some or all of the following:

- name & contact information – *so that we can get hold of you, should we need to do so*
- riding ability - *to make sure training matches your needs on a horse matching your ability*
- health & well-being - *so that we are prepared for medical emergencies*
- disabilities - *to make sure that your participation in activities is safe*
- lesson times, dates and fees - *so that we can recover the agreed coaching charges*
- stable/loose box hire, and/or associated cost - *so that we can recover the agreed charges*

Mostly, the information Severnvale holds is provided by the hirer. However, it also retains data about each client's history of use of the Centre, which is generated within the booking and accounting software.

### Who controls the information and who has access to the data?

#### Control

For this Privacy Notice, the GDPR 'Data Controller' is "Severnvale Equestrian Centre"; as it exercises overall control over the purpose for which and how personal data is processed. Severnvale can be contacted about this Privacy Notice by email at – <mailto:data-controller@severnvale-equestrian.com>

The information is kept on local desktop computers in a secure location, to ensure that it is readily accessible when it is needed; and so that it can easily be kept up-to-date and accurate. The data is protected by a password to ensure that it is not available to people who should not have access to it.

Booking information and key personal data are stored by Bookwhen Ltd, a third party processor; and a 'standalone' bespoke accounting package is used to generate a contact list of clients for each stable/loose box, equipment and/or other facilities hire; and where appropriate, the associated costs and an invoice for each period of hire.

All completed paper-based Client Information Forms and the invoices for the services provided by Severnvale are stored in paper format in a ring-binder that is kept in a secure location.

### **Access**

Within Severnvale, the information stored about clients can only be accessed by approved members of the Staff. No information is passed outside Severnvale to Third Parties (unless legally required to do so); other than that when a third party processor is used.

Clients may request details of the 'Personal Data' that Severnvale holds about them, at any time by email at – '<mailto:data-controller@severnvale-equestrian.com>'; so that they can ensure that the information held by Severnvale is up to date; and to request amendments to their records, if needed.

### **Retention and Removal**

All Client Information Sheets and the relevant invoices are kept for seven years before being destroyed; to comply with the requirements of HMRC for keeping income records. Digital images are kept in perpetuity as they form part of Severnvale's history.

Hirers may ask Severnvale to delete their information; however, the removal of this may in the future, hinder Severnvale's capacity to provide lessons and/or facilities to them safely and appropriately. Moreover, there may be circumstances where it may need to be retained; for instance, to investigate a complaint, in which case the client will be notified.