
Privacy Policy

NAPHILL RIDING CLUB



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DATA PROTECTION

Who we are:

Naphill Riding Club is affiliated to British Riding Clubs (BRC) and is part of BRC Area 6. The club is run by a committee of volunteers who are elected by the membership. How to contact us is displayed on our website. Our website address is: <https://www.naphillridingclub.co.uk/>

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 volunteers understand their data protection responsibilities and follow the data protection principles.

We have a nominated committee member who serves as our Data Protection Lead. If you have any questions regarding our Privacy Policy, please email: naphillrc@gmail.com

How we collect personal data

How we collect personal data

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

- when you, your parent or guardian, communicate with us by post, telephone, text, email or via our website.
- from the information you provide to us when you apply for membership.
- 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, supporters, volunteers and others entering our events for different purposes:

- membership applications, administrations and renewals
- informing non-members about Naphill Riding Club events
- provision of training to individuals
- running events
- entering teams where competitor information is requested
- dealing with any complaint
- undertaking safeguarding activities
- processing expenses and payments

We only collect personal information that we genuinely need. This may include:

- contact details such as name, address, email address and phone numbers
- bank account details where you have chosen to pay by bank transfer for any club activity
- date of birth (junior members only)
- name and contact number of parent or guardian (if under 18)
- gender
- dietary requirements where this is required for catering
- name and contact details of any next of kin where you are riding at an event on your own

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- when visitors leave comments on the website we collect the data shown in the comments form and also the visitor's IP address and browser user agent string to help spam detection.

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, training 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 Naphill 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 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 to individuals

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.

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.

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.

Cookies and aggregate information collected from <https://www.naphillridingclub.co.uk/>

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall. If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

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.

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

Membership lists are updated and sent each month to British Riding Clubs (who issue the membership card direct to the individual member).

We may share your personal information with third party organisations who process it on our behalf, for example a website administrator or printers. If necessary, we may also share your information with trainers or caterers.

We may also share your information with our bank to process a payment; our professional advisers (such as a legal adviser) where it is necessary to obtain their advice; and our website provider.

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

Transferring personal data outside of the EEA

We do not transfer data outside of the EEA.

Your rights

If you no longer wish to receive communications about events from us, please contact naphillrc@gmail.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 naphillrc@gmail.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 naphillrc@gmail.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 naphillrc@gmail.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 naphillrc@gmail.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 naphillrc@gmail.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 retain your data

We will hold your personal information for as long as is necessary. 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 or audit purposes.

We will keep membership records for three years.

We will keep records of events and training for two years, in order to facilitate any insurance claim resulting from the activity.

If you leave a comment on our website, the comment and its metadata are retained indefinitely. This is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit or delete their personal information at any time (except they cannot change their surname). Website administrators can also see and edit that information.

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 1123 1113.

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