



Date approved by Trustees:	
Signed:	
Dated:	
Review due:	June 2025

Data Protection Policy

In accordance with the Data Protection Act 2018, the UK's implementation of the General Data Protection Regulation (GDPR), we follow strict data protection principles to ensure all information is used fairly, lawfully and transparently.

1. All relevant personal data is collected initially by either paper application or online forms when joining the Centre. This data is the minimum required to ensure we can maintain a current database of users of the Centre (including participants and volunteers), as well as information regarding

additional special needs, health information and other information to ensure the safety of the horses.

1.1 The information generally requested of all users of the Centre is as follows:

- Name
- Date of Birth
- Address
- Email
- Contact telephone numbers
- Weight
- Height
- Health conditions which we need to be aware of (see also 1.2 below)
- Previous relevant experience at the intended activities and competence levels attained

For safety reasons, an emergency contact name and number is also requested.

None of the above details are excessive or unnecessary for the safe and effective use of the Centre and coaches when providing activities with horses to new and regular participants. They ensure we have a good body of information to be able to fit horses, participants and volunteers together and keep all those involved safe.

1.2 In addition to the information requested in 1.1 above, for those with additional special needs we also request specific information about the disability, medication and special requirements, including:

- Disability
- Medication and potential side effects
- Conditions that may affect activities
- Contact details of medical professional with knowledge of conditions

- Specific mobility and impairment questions

We also request contact details for a carer, guardian or parent as a part of confirming consent to our terms and conditions on behalf of applicants where age or disability may be a factor. Where the participant is attending as part of a group/organisation, relevant contact details for this group/organisation are also requested.

All of the above additional information is used by the Centre and the coaches to ensure the safety of participants during activities. It also helps with the safety of the volunteers and horses. Activities can then be properly resourced, managed and supervised to a high degree of safety for all.

1.3 Volunteers at the Centre will provide additional information relating to their experience with horses, people with additional needs or qualifications relevant to the activities.

As some volunteers themselves have additional special needs, we ask for general information about these to ensure we place them within the right environment at the Centre.

Again, we ask for emergency contact details.

We also require the details of two referees.

The information requested again ensures the Centre can deploy volunteers within a safe environment for them and engage in activities best suited to their abilities or limitations. Safety is paramount.

1.4 Any riders paying by Direct Debit must provide their bank details on a standard Direct Debit form.

2. Consent is obtained at the point of completing and signing initial application forms where the required information is requested and completed.

3. Records of individuals' progress and achievements are kept to assist in effective planning of activities.

4. The data we hold is primarily used for internal purposes to assist staff, coaches and volunteers to provide a safe working and activity environment for all those using the Centre.

In addition, it may be used to contact the customer or volunteer directly regarding volunteering or activities available at our Centre.

The data supplied directly to us is never provided to any third parties other than:

- Necessary information to the emergency services in the case of an accident, illness or injury
- To our insurers in the event of an accident or claim
- Non-identifying information for monitoring purposes

5. Data is held online electronically on an Airtable Database and in Google for Management. Email addresses are also held within Mailchimp. Access to all of these is protected by secure passwords known only to relevant staff and coaches. Each data user only has access to the data they need for their role.

6. Where paper copies of completed application forms, Direct Debit forms and some associated club forms exist, these are stored onsite in locked cabinets in a secure room.

7. In the event of a breach the Chairman would be notified immediately. A full investigation of what data may have been accessed would be undertaken and any steps to prevent a further or repeated breach taken. A risk assessment would be undertaken, and an assessment made of the likelihood of harm resulting from the breach. Where the risk was deemed sufficiently high, any person who had personal details compromised would be contacted.

8. It is vital that we hold relevant data for anyone who is currently using our Centre. However, our Privacy Policy specifically allows any person for whom we hold information to:

- Dictate how we use that data in relation to contacting them directly.
- Have their data destroyed and deleted at the point they stop using our services, or at any point up to when we undertake an annual destroy and delete function of all past-users' data.

Data is destroyed in two ways:

- Original paper application forms are destroyed via confidential waste disposal.
- Electronic data stored on our database is deleted in full.

Once a customer or volunteer ceases to use our Centre, we will continue to store data confidentially for a period of 3 years for adults and 3 years after a child reaches the age of 18.