

# **WSRC** **West Sussex Riding Club**

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**Data Protection**

**Privacy Policy**

## West Sussex Riding Club is a Data Controller

### Data protection

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 [enquirieswsrc@gmail.com](mailto:enquirieswsrc@gmail.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 via post, telephone, SMS, email, our website or social media
- when you apply for membership via our membership application form either online or hard copy or otherwise
- when you enter, assist with or volunteer at competitions, training and events
- when you buy merchandise

### How we use personal information

We collect and use personal information about our members, supporters and volunteers for different purposes including:

**Membership applications, administration and renewals**

**Informing non-members about WSRC events**

**Running competitions, training and events**

**Dealing with complaints and appeals**

**Undertaking safeguarding activities including DBS checks**

**Recruitment**

We only collect personal information that we genuinely need.

This may include:

- Contact details such as title, name, address, email address and phone numbers
- Date of birth and the name and contact details of a parent or guardian (if under 18)
- Emergency contact details
- Bank details
- Preferred voluntary duties
- Interests
- Skills and qualifications
- Abilities
- Points and prizes
- Horse details
- Horse owner details (if not member)
- Helper's contact details
- Medical information
- Dietary requirements where this is required for catering

#### 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 competitions, training and events, and any 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 WSRC events

If you are a previous member or you opt in to our mailing list we will use the information that you provide to email and post you information about our competitions, training and events, and any 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 competitions, training and events

If you register for a competition, training or event, we will use the information you provide to us to process your registration and to enable you to participate in the competition, training or event. This will include sharing some of your information with our hosts, judges, trainers and volunteers that run the event. 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

When necessary, we process relevant personal information about members, volunteers, trainers etc. for safeguarding purposes. This might include undertaking DBS and other checks to identify any criminal and other activity we need to be aware of. 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.

#### Recruitment

If you provide us with information about yourself, in connection with providing a service or volunteering, we may use this information in the process of administration. We will not store this information for any purpose other than to assist in the process of administration. 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 training course or event
- To supply merchandise

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 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, training and event providers, judges and other appropriate organisations.

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.

## Your rights

If you no longer wish to receive communications from us, please contact [enquirieswsrc@gmail.com](mailto:enquirieswsrc@gmail.com). You can also unsubscribe at any time to emails and messages that we may send to you which 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 [enquirieswsrc@gmail.com](mailto:enquirieswsrc@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 us at [enquirieswsrc@gmail.com](mailto:enquirieswsrc@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 us at [enquirieswsrc@gmail.com](mailto:enquirieswsrc@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 us at [enquirieswsrc@gmail.com](mailto:enquirieswsrc@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 us at [enquirieswsrc@gmail.com](mailto:enquirieswsrc@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 keep your personal information

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.

- We will keep membership records during the period of membership and for a maximum of two years beyond the lifetime of the membership unless a member opts out, in order to administer our membership scheme
- We will keep details of non-members for a maximum of two years unless they opt-out in order to communicate details of further competitions, training and events which may be of interest
- We will keep information in relation to competitions, training and events for as long as necessary, in order to communicate further competitions, training and events which may be of interest and to facilitate any insurance claim resulting from the activity
- We will keep details in relation to complaints and appeals, safeguarding and recruitment for as long as necessary depending upon the type of 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 123 1113**.