

Privacy Policy

Chessington Equestrian Centre Ltd. (CEC Ltd.) is a data controller registered with the UK [Information Commissioner's Office](#) (Registration Number: ZA381027).

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 chesseq@btconnect.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, your parent or guardian communicate with us by post, telephone email or via our website
- from the information you provide to us when you make an application to work for us, or from third parties such as your previous or current employers so we can verify details about you
- 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 clients, liveries, job applicants and volunteers for different purposes.

Registering clients, administration

Running events

Dealing with complaints and appeals

Undertaking safeguarding activities including DBS checks and casework

Processing expenses

Employee administration

Employee and volunteer recruitment

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
- Qualifications
- Name of your parent or guardian (if you are under 18)
- Name and contact details of an emergency contact
- Riding ability
- Health and medical conditions
- Height and weight
- In respect of job applicants, we may also collect:
 - your bank account details, tax and residency status
 - references from previous employers or educational institutions
 - contact details for your family members and next of kin
 - information concerning your health and medical conditions
 - details of criminal convictions

Membership applications, administration and renewals

We will use the information that you provide to us to process your assessment form. We will only contact you via phone or email regarding your registration with us. You can opt out being contacted via email if you wish. Our legal basis for using your personal information in this way is in the way of consent.

Running events

If you register for one of our events, we will use your information provided to us to process your registration and enable you to attend the event. This will include sharing some of your information with riding organisations 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 in the way of consent.

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 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.

Employee administration and professional development of staff

We will process personal information of our employees to fulfil our contract with them. This includes payroll processing and the provision of training. We are required by law to share some financial information with the HMRC.

We may also need to share some personal information with other organisations, for example solicitors, pension providers. Our legal basis for using your information for this is for the performance of a contract.

Employee and volunteer recruitment

If you provide us with information about yourself, such as a resume or curriculum vitae, in connection with a job or volunteer application or enquiry, we may use this information to process your enquiry. We will not store this information for any purpose other than that relating to your application. Our legal basis for using your information in this way is for our legitimate interest.

Cookies and aggregate information collected from www.chessingtonequestriancentre.co.uk.

We use cookies and log files on our website to store information about how you use our website. A cookie is a piece of data stored on the user's computer tied to information about the user. This enables us to create a profile which details your viewing preferences. We use your profile to tailor your visit to our website, to make navigation easier and direct you to information that best corresponds to your interests and country.

Aggregate information is collected from users using our own web tracker. This information includes users' Internet Protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time of visit, number of clicks, error pages and number of unique visits.

This information is not linked to personal profiles or to personally identifiable information provided by users. We use it to analyse visitor trends and use of our website, administer the website and to gather broad demographic information of our website users. 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 new and current clients
- To administer new and current share/livery contracts

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.

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 our website administrator.

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.

We process employee personal information to fulfil our contracts with our employees and meet our legal obligations as an employer.

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 about products and services from us, please contact chesseq@btconnect.com. You can also unsubscribe at any time.

You also have the right to:

- Request a copy of the information we hold about you. Requests should be addressed to chesseq@btconnect.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 chesseq@btconnect.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 chesseq@btconnect.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 chesseq@btconnect.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 chesseq@btconnect.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, for example for finance, employment or audit purposes.

- We will keep initial assessment booking forms for 1 month for audit purposes.
- We will keep client records on the booking system for as long as the rider is active. Clients who have not ridden within 1 year will be made inactive. Once the client is made inactive their details will be removed from the system.
- We will keep signed paper form client records for 3 years (or 3 years from the point of turning 18) after the client is made inactive on the booking system, in order to facilitate any insurance claim resulting from the activity.
- We will keep pony party and school group booking forms for 3 years (or 3 years from the point of turning 18), in order to facilitate any insurance claim resulting from the activity.
- We will keep email enquiries for 1 month to ensure the requested activity has been organised.

- We will keep work experience and helper application forms for 3 years (or 3 years from the point of turning 18) after the completion of work experience or volunteering, in order to facilitate any insurance claim resulting from the activity.
- We will keep employee details for 7 years after termination of employment for finance, employment and audit purposes and to facilitate any insurance claim resulting from the activity.
- We will keep payments and financial details for 7 years for finance and audit purposes.

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**.