

Last revised, 2020



Privacy Policy

This privacy policy sets out how The Pony Club uses and protects any information that you give The Pony Club when you use the website or in support of the services we provide. It must be followed by all stakeholders, including staff and volunteers, who handle information and personal data. It applies to the entire organisation, including Areas and Branches. References in this policy to 'The Pony Club' should be read as referring to The Pony Club office, Areas and Branches collectively.

The Pony Club is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website or in support of the services The Pony Club provide, then you can be assured that it will only be used in accordance with this privacy policy.

What we collect from you

You can contact us through an enquiry form on The Pony Club website, by contacting a staff member directly by email, by renewing a membership or by entering/registering for a Pony Club event (through <https://events.pcuk.org>). To fulfil your enquiry, we may collect the following information:

- Name
- Contact information, including email address, home address and/or telephone number
- Membership information (unique membership number, place of membership)
- Payment details (for membership renewal or entry payment only)

Personal information is also collected from members by Branches or The Pony Club office and stored on a central database (Unity) or CRM system (Pelham).

We do not collect "sensitive personal data" through this website or in support of the services The Pony Club provides unless for a specific purpose or in support of our Reasonable Adjustment Policy. Should you provide us with unsolicited sensitive personal data then you consent to our using this data, subject to the applicable law for the purposes described in this privacy policy.

The information you provide

By providing information through this website or in support of the services The Pony Club provide you are giving us your consent for us to use and process any Personally Identifiable Information you submit.

You are entitled to request access to information that we hold about you and to require it to be corrected if it is inaccurate. You can do this by emailing enquiries@pcuk.org.

Should you make a request, we will:

- Give you a description of the data
- Tell you why we are holding the data
- Tell you who it could be disclosed to
- Provide you with a copy of the information in an intelligible form.

What we do with the information we gather

We will hold the information you supply to us that is necessary for administrative purposes and conducting agreed contractual arrangements. This information will be used for the following reasons:

- Fulfil contractual agreements
- To manage and administer the services The Pony Club provides as part of your membership
- Deal with requests and enquiries and to contact you for reasons related to your enquiry
- Safely recruit and develop volunteers and staff

We may periodically send emails where relevant about news, updates or other information that we think you may find useful or interesting using the email address which you have provided. You can opt-out of future communications by emailing enquiries@pcuk.org or by clicking “unsubscribe” at the bottom of the email received.

Sharing and disclosure to third parties

We may disclose your Personal Data to third parties from time to time under the following circumstances:

- You request or authorise the disclosure of your personal details to a third party
- The information is disclosed as permitted by applicable law(s) and/or to comply with applicable law(s)
- Data is required to be shared with our Governing Body, British Equestrian, in relation to safeguarding cases
- The information is provided to service providers who perform functions on our behalf:
 - Distribution of membership packs
 - Event administration – third party creating competitor timings, stable bookings
 - To administer insurance claims

Legal basis for processing personal data

The Pony Club must have a legal basis to collect and use personal data. We will process your information if we:

- Have asked you and have your express consent to do so; or,
- Have a legitimate interest to do so to support the work we do; or,
- Have a contract with you that we can only fulfil by using your personal information or,
- Have a legal obligation to use or disclose information about you.

Information security

It is the responsibility of The Pony Club staff and volunteers to ensure that data security is maintained when processing information on behalf of The Pony Club.

The Pony Club will ensure that appropriate technical and organisational measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

Data retention

The Pony Club will keep personal data for as long as, but no longer than is necessary for the purposes for which it was collected or for any period that might be required by law. Where there is no further requirement to use, hold or store personal data and the law does not require us to do so, we shall remove it from our records and systems.

The Pony Club has a duty to keep some employee, member, and volunteer personal data for a period of time after they have left The Pony Club. This is mainly for legal reasons, but also for other purposes, for example so we can provide references for historical and statistical research. Different categories of data may be kept for different periods of time.