

# **Barrow Hall Stables Privacy Policy**

## **Introduction**

Here at Barrow Hall Stables, your privacy and security of personal details is very important to us.

Below is a summary of the data we are required to collect, how it is used and stored.

This policy applies to all data collected by us, including registration forms, purchase information via our website, and emails.

Please take your time to read through our policy, and should you have any questions or concerns, please speak to a member of our team.

## **Who we are?**

Barrow Hall Stables, Church Road, Barrow, Bury St Edmunds, Suffolk, IP29 5AX.

## **What information do we collect?**

When contacting us or participating in a lesson or activity at Barrow Hall Stables, it is likely we will need to collect some personal information from you, including names, addresses, DOB, heights, weights, contact telephone or email address.

This data is collected either when contacting us, or upon arrival, via email, or through our Rider Registration Forms.

Our CCTV records and stores footage for up to 24 hours. Additional footage is stored and recorded with our Operator, should we need to access at a later date.

## **How do we use personal information?**

Your personal information is used to appropriately allocate horses and ponies for your lessons, and to contact you regarding any bookings you have made or enquired about, to contact an emergency contact in the event of an accident, or to pass onto emergency services if deemed necessary.

Your information may also be used by our insurers should a claim be pursued against us.

## **When do we share personal data?**

Data will only be shared with outside organisations in the event of medical grounds, safeguarding, or with our insurers should any claims arise.

In these circumstances, only the relevant and required information will be given.

## **Where do we store and process personal data?**

Minimal data will be stored and located onsite at Barrow Hall Stables, so that we are able to contact you in an emergency.

All further data will be stored securely offsite as hard copies for the required duration of our insurers.

## **How do we secure personal data?**

All data processed to a database is password protected.

All hard copies of data are secured in a locked area.

## **How long do we keep your personal data for?**

All Rider Registration Forms for clients over the age of 18 years, are stored for 10 years after the riders last session with us. For minors under 18 years, this data is stored for 10 years after their 18<sup>th</sup> birthday.

This is instructed by our insurers.

Once this duration has passed, your data will be destroyed.

## **Your rights in relation to personal data**

You have the right to view all data held by us. If you would like to request this information, we will aim to process your request within 28 days.

## **How to contact us?**

Should you wish to discuss, or have any questions or concerns regarding our Privacy Policy or practices, do not hesitate to contact us on 01284 811995, [enquiries@barrowhallstables.co.uk](mailto:enquiries@barrowhallstables.co.uk), or in person or writing at Barrow Hall Stables, Church Road, Barrow, Bury St Edmunds, Suffolk, IP29 5AX.