

TWIN TREES LTD T/A TWIN TREES EQUESTRIAN CENTRE GENERAL

DATA PROTECTION REGULATIONS

PRIVACY STATEMENT

WHAT IS A PRIVACY STATEMENT?

A Privacy Statement explains what information Twin Trees Limited t/as Twin Trees Equestrian Centre (“we/us”) hold about our customers (“you”), why we hold it, how we protect it for you and how you can have your information removed from our records if you so wish.

WHAT INFORMATION WE HOLD ABOUT YOU AND WHY?

We aim to collect as little information about you as possible. The only information we hold will have been provided by you or by someone acting with your authority by completing forms, verbally or by e-mail. Our website does not use cookies or have any system of providing information relating to anyone who has visited our site. This information enables us to efficiently and safely provide the services you require.

WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

As a general position we do not provide any information about our customers to other parties.

We do, however, have a legal responsibility to share information with certain outside bodies, e.g. Police, NHS, Health and Safety Executive, Local Authority, our insurance providers etc.

In addition brief details of entries to some of our competitions are shown on our website. The names of competitors, the name of their horse and the time of any test are visible to anyone who visits the website. Similar information and results are available on the day of competitions to anyone who attends.

For some competitions results are passed to associated competition organisers and may be provided to local press.

HOW LONG DO WE KEEP YOUR INFORMATION?

Only for as long as we need it for the purposes for which it was collected.

For certain information there are statutory or other retention periods which may continue beyond the date when you requested that we delete your details.

WHAT ARE OUR RESPONSIBILITIES?

We must take all reasonable steps to protect your personal data and ensure that it is only dealt with for the purposes for which it has been collected and notified to you. Should the purpose for which data has been collected change we will advise you in advance of the change.

WHAT ARE YOUR RIGHTS?

The Act gives you the right to access information held about you and this right can be exercised in accordance with the legislation. Normally this access is free but in some cases a fee may be payable.

You can request that we remove your information from our records at any time. If you are a customer but do not wish to receive marketing information please advise us via our website (www.twintrees.net), by email (team@twintrees.net), by telephone (01767 627414) or by letter to Twin Trees Equestrian Centre, Thorncote Road, Northill, Biggleswade, Bedfordshire, SG18 9AG.

If there is anything relating to data protection about which we disagree you have the Right to raise the matter with the Information Commissioner's Office.

If you have any questions or suggestions to make concerning our data protection regime please do not hesitate to raise the matter with Catherine or James.