



PRIVACY NOTICE FOR SUPPORTERS, VISITORS AND VISITORS TO OUR WEBSITE

What is the purpose of this document?

At The Fortune Centre of Riding Therapy we respect the privacy of our supporters, visitors and visitors to our website. This policy is concerned with how we collect, manage, use and protect your personal data.

This privacy notice describes how we collect and use personal information about you, in accordance with the General Data Protection Regulation (GDPR). We will comply with data protection law.

The Fortune Centre of Riding Therapy is a "data controller". This means that we must decide how we hold and use personal information about you and give you information about this.

It is important that you read this notice so that you know how and why we are using your information.

The kind of information we hold about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are "special categories" of more sensitive personal data which require a higher level of protection.

We will usually collect basic personal data about you like your name, postal address, telephone number and email address.

Sometimes we will collect other information about you such as your date of birth and gender. We will be very clear with you that we wished to collect such information, our reason for collecting such information, and we would only do so with your specific consent and permission.

How is your personal information collected?

We collect your personal information in a number of ways:

- When you provide it to us directly.
- When you provide permission to other organisations to share it with us (including Facebook or Twitter).
- When we collect it as you use our website.
- When you have given it to a third party and you have provided permission to pass your information on to us.
- From publicly available sources (where possible) to keep your information up to date (e.g. the Post Office's National Change of Address database).

We combine the information from these sources with the information you provide to us directly.

How we will use information about you – our marketing

Sometimes, with your consent, we will process your personal data to provide you with information about our work or our activities that you have requested or are expecting.

On other occasions, we may process personal data when we need to do this to fulfil a contract (for example, if you have purchased something from us) or where we are required to do this by law or other regulations.

FCRT also processes your data when it is in our legitimate interests to do this and when these interests do not override your rights. Those legitimate interests include providing you with information on our events, appeals, campaigning, services, fundraising, newsletter requests, feedback, and other activities.

Children

If you are under 18 please ensure you obtain your parent/guardian's consent before sending any personal information to any website or FCRT. Please note that we will not knowingly market to or accept donations from persons aged under 18 years.

Volunteering

When you volunteer with FCRT, we will keep you up to date with the work that we are doing and events we are involved with. We will also let you know of any changes that might affect you volunteering with us and which you need to be aware of. We will only use this information in relation to your volunteering with us and whilst you remain a volunteer with FCRT. By agreeing to volunteer with FCRT you are agreeing to us sending you emails about volunteering and your volunteer role.

Anything else?

All the personal data we process is processed by our staff in the UK.

If you would like to change the way you hear from us or no longer wish to receive direct marketing communications from then use the contact form on our 'Contact Us' page or contact Sarah Hough at Avon Tyrrell.

Sharing your information

We only disclose information to third parties or individuals when obliged to by law, for purposes of national security, taxation and criminal investigations and the following:

- If you have agreed that we may do so.
- If we merge with another organisation to form a new entity, information may be transferred to the new entity.
- If we run an event in partnership with other named organisations your details may need to be shared. We will be very clear what will happen to your data when you register.

And, we will never sell or rent your personal information to other organisations.

Data security

We have put in place measures to keep your information safe and secure.

We have put in place procedures to deal with any suspected data security breach and will tell you and any applicable regulator of a suspected breach where we are legally required to do so.

Data retention

How long will you use my information for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for. Details of retention periods are available in our retention policy available on request.

If you decide not to support FCRT any more or request that we have no further contact with you, we will keep some basic information in order to avoid sending you unwanted materials in the future and to ensure that we don't accidentally duplicate information.

Sometimes, we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Your details on the web: Our Cookie Policy

Please see the Cookie Policy on our website.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to information about you that we hold. To make a request for your personal information, contact Sarah Hough at Avon Tyrrell.

You also have the right to:

- Update or amend the information we hold about you if it is wrong (right of rectification).
- Ask us to stop using your information (right to restrict processing).
- Ask us to remove your personal information from our records (right to be 'forgotten').
- Object to the processing of your information for marketing purposes (right to object).
- Obtain and reuse your personal data for your own purposes (right to data portability).
- Not be subject to a decision when it is based on automated processing (automated decision making and profiling).

Data protection officer

We have appointed a data protection officer (DPO) to oversee compliance with this privacy notice- Sarah Hough. If you have any questions about this privacy notice or how we handle your personal information, please contact the DPO. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please contact Sarah Hough, Head of Finance and Company Secretary and Data Protection Officer.