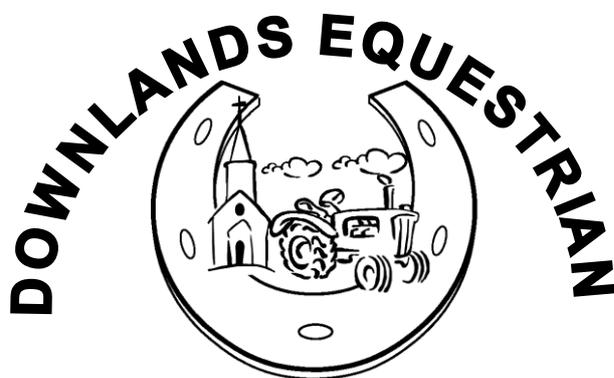


Downlands Church Farm
Tytherington,
Warminster, Wiltshire
BA12 7AB
Co Reg - 04831384



Tel no: 07734299706
Vat Reg No: 821 5411 64
YardManager:
Kerrie Farmer
Email:
bookings@downlands-equestrian.co.uk

Downlands Equestrian Ltd

Privacy Policy - Protecting your Personal Information

We are committed to safeguarding the privacy of our website visitors; this policy sets out how we will treat your personal information.

Our website uses cookies. By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

This Privacy notice is copyright protected by Downlands Equestrian Ltd and copying is not permitted.

Who are we?

Downlands Equestrian Ltd is the data controller, this means it decides how your personal data is collected, handled, processed and stored, and for what purposes. If any of your personal information changes, you believe that any of the information we hold is incorrect or you have any queries with regard to your personal information or our data protection policies and procedures, then please contact us at victor@downlands-equestrian.co.uk

What is Personal Data?

'Personal Data' means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is anyone who can be identified, directly or indirectly from that data. Identification can be by the information alone or in combination with other information that is within our possession, control or from other information to which we legally have access to.

What is the legal basis for processing your Personal Data?

All Personal Data that we process, will be in accordance with one or more of the following legal basis':

- Consent from the individual (or someone authorised to consent on their behalf).
- Where it is necessary in connection with a contract between us and an individual or an individual that is authorised to represent a non-natural person with whom we have a contractual relationship.
- Where it is necessary because of a legal obligation – if the law says you must, you must.
- Where it is necessary in an emergency, to protect an individual's 'vital interests'.
- Where it involves the exercise of a public function – i.e. most activities of most government, local government and other public bodies.
- Where it is necessary in our legitimate interests, as long as these are not outweighed by the interests of the individual.

How do we protect your Personal Data?

Downlands Equestrian aim to protect your Personal Data, and complies with its obligations under the GDPR, by:

- keeping Personal Data up to date;
- only storing information in secure locations;
- destroying information that is no longer relevant;
- not collecting or retaining unnecessary or excessive amounts of data;
- protecting Personal Data from loss, misuse, unauthorised access and disclosure;
- ensuring that appropriate technical measures are in place to protect Personal Data.

- ensuring that we undertake suitable due diligence checks on 3rd parties who have a legal basis for Processing Personal Data.

Please note that we have a legal obligation under GDPR, that we must notify any data breach to the controller without undue delay. Downlands Equestrian Ltd therefore has processes and procedures in place for identifying, reviewing and promptly reporting data breaches to the relevant controller.

In summary, what is the GDPR and our Data Privacy Policy all about?

The law requires that eight data protection principles are followed in the handling of personal data.

These are that personal data must be:

1. Fairly, transparently and lawfully processed.
2. Obtained and processed for limited purposes and not in any manner incompatible with those purposes.
3. Adequate, relevant and limited to only data that is necessary to perform the purpose for which it was obtained.
4. Accurate and up to date.
5. Not kept for longer than is necessary.
6. Processed in accordance with the data subject's rights.
7. Secure.
8. Not transferred outside of the EEA or between countries without adequate protection.

We are committed to following these principles and will be open and transparent about the purposes for which we will use your data.

What information do we collect?

We may collect, store and use the following kinds of personal information:

- Registration information relating to your visits and use of the facilities where we have a statutory or regulatory obligation;
- information about your computer and about your visits to and use of this website including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views, website navigation
- information relating to any transactions carried out between you and us on or in relation to this website, including information relating to any purchases you make of our goods or services;
- information that you provide to us for the purpose of registering with us
- information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters
- any other information that you choose to send to us;

Cookies

A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We may use both "session" cookies and "persistent" cookies on the website. We will use the session cookies to: keep track of you whilst you navigate the website. We will use the persistent cookies to: enable our website to recognise you when you visit;

Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.

We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.

Our payment services providers may also send you cookies.

Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third party cookies. For example, in Internet Explorer you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector. Blocking all cookies will, however, have a negative impact upon the usability of many websites, including this one.

What do we use your personal information for ?

Personal information submitted to us via this website will be used for the purposes specified in this privacy policy or in relevant parts of the website. We may use your personal information to:

- administer the website;
- improve your browsing experience by personalising the website;
- enable your use of the services available via the website;
- send statements and invoices to you, and collect payments from you;
- send you general (non-marketing) commercial communications;
- send you email notifications which you have specifically requested;
- send to you [our newsletter and other] marketing communications relating to our business; you can inform us at any time if you no longer require marketing communications;
- provide third parties with statistical information about our users - but this information will not be used to identify any individual user;
- deal with enquiries and complaints made by or about you relating to the website; and

We will not without your express consent provide your personal information to any third parties for the purpose of direct marketing.

All our website financial transactions are handled through our payment services provider, Stripe. You can review the Stripe privacy policy at www.stripe.com. We will share information with Stripe only to the extent necessary for the purposes of processing payments you make via our website and dealing with complaints and queries relating to such payments.

Disclosures

We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy.

In addition, we may disclose your personal information:

- to the extent that we are required to do so by law;
- in connection with any legal proceedings or prospective legal proceedings;
- in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- to the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling; and
- to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

Except as provided in this privacy policy, we will not provide your information to third parties.

International data transfers

Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this privacy policy. Information which you provide may be transferred to countries (including the United States, Japan, and others which do not have data protection laws equivalent to those in force in the European Economic Area.

Security of your personal information

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We will store all the personal information you provide on our secure (password- and firewall- protected) servers. All electronic transactions you make to or receive from us will be encrypted using SSL

technology. Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping your password and user details confidential. We will not ask you for your password (except when you log in to the website or make payments).

Policy amendments

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes. We may also notify you of changes to our privacy policy by email.

Third party websites

The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

Updating information

Please let us know if the personal information which we hold about you needs to be corrected or updated.

Further processing?

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary, however there are circumstances when we may retain Personal Data for a longer period:

- where we have a statutory or regulatory obligation to retain the Personal Data;
- to ensure that our business is properly run in an efficient and compliant manner

Special Categories or 'Sensitive' Data

Due to the nature of the facilities and services provided by Downlands Equestrian Ltd, we may require you to provide us with certain special categories of information that are treated in law as being particularly sensitive (e.g. information relating to your health). We will ask that you agree to us processing any Sensitive Personal Information that you provide to us in accordance with this policy. This sensitive personal data will be required to ensure that your safety obligations, laws and regulations are fulfilled e.g. to ensure that whilst riding or being around horses after suffering from a relevant illness, disease, infection and/or having previously been in an 'high risk' environment or geographical location.

What are your rights?

Unless subject to an exemption under the GDPR, you have the following rights in respect to your Personal Data: -

- to request a copy of your personal data which we hold about you (Access);
- to request that we correct any personal data if it is found to be inaccurate or out of date (Rectification);
- to request your personal data is erased, unless there is a legitimate reason for us not to comply (we will always provide you with more details about your Rights in our response to your request) (Erasure – 'Right to be forgotten');
- to transmit that data directly to another data controller, (Portability);
- to lodge a complaint with the Information Commissioners Office.

Provision of such information will be subject to:

(a) the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).

- We may withhold such personal information to the extent permitted by law.
- You may instruct us not to process your personal information for marketing purposes by email at any time. In practice, you will usually either expressly agree in advance to our use of your personal

information for marketing purposes, or we will provide you with an opportunity to opt-out of the use of your personal information for marketing purposes.

If you wish to exercise any of your rights, please see our 'Contact Details' section below

Contact Details

To exercise all relevant rights, queries or complaints please contact us :

Email: victor@downlands-equestrian.co.uk

Phone: 01985 841130

Post: Downlands Equestrian Ltd, Downlands Church Farm, Tytherington, Warminster, Wilts BA12 7AB

You can also contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.