

Privacy Statement

This privacy statement sets out how Team Green Horses uses and protects any information that you give when you use this website or our services.

Team Green Horses 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 our services, then you can be assured that it will only be used in accordance with this privacy statement. We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 22nd January 2020

Where do we receive information about you from?

The information recorded by Team Green Horses is collected directly from you when registering for livery, lessons or rehabilitation services.

What we Collect

We may collect the following information:

- name
- contact information including email address
- demographic information such as post code, preferences and interests
- other information relevant to customer requirements / special requirements

What we do with the Information we Gather

We require this information to understand your needs, provide you with a service. We collect information for the following reasons:

- Internal record keeping.
- We may use the information to improve our services.
- We may periodically send promotional emails about information which we think you may find interesting using the email address which you have provided.
- From time to time, we may use your information to contact you for market research purposes. We may contact you by email, phone, or mail. We may use the information to customise the website according to your interests.
- Telephone Calls

How long do we keep your information?

We retain your contact and billing information for 6 years after your last booking. Other information will be shall be kept for no longer than is necessary for the purposes for which it is being processed.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

How we use Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

In general, we use the following types of cookie:

Strictly Necessary Cookies: These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website and purchase online goods or services.

Statistic/Performance Cookies: These allow us to recognise and count the number of visitors and see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users can find what they are looking for easily.

Functionality Cookies: These are used to improve the functional performance of the website and make it easier for you to use. For example, they are used to remember that you have previously visited the website.

Marketing Cookies: These cookies record your visit to our website and your browsing habits, such as the pages you have visited and the links you have followed. They are used to deliver content and messaging which is more relevant to your interests. By continuing to use our website you agree that we can place these types of cookies on your device.

Managing Cookies

You can manage cookies by choosing the setting on your internet browser that allows you to refuse the setting of all or some cookies. If you refuse cookies this may mean that you can't use some of the additional features of our website and may not be able to access certain areas of the website.

Links to Other Websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your Personal Information

You may choose to restrict the collection or use of your personal information in the following ways: if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us at Upper Wick Stables, Upper Wick, Dursley, Gloucestershire, GL11 6DF or emailing us at info@teamgreenhorses.co.uk. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

Your Rights

Under the General Data Protection Regulation You have rights over the use and storage of your personal data these include:

- Right to be informed
- Right of access
- Right to rectification
- Right to erasure
- Right to object
- Right to restrict processing
- Right to data portability

Please note that not all rights apply in all circumstances.

All rights must be resolved by Team Green Horses within one month, unless an extension of up to two additional months is applied, or a different timeframe is stated below.

Right to be informed

You have a right to be informed about uses of your information with an emphasis on transparency. This notice published by Team Green Horses ensures that your right to be informed is achieved.

Right of access

You have a right to receive:

- Confirmation of what information is recorded about you
- Confirmation of how your information is used
- Access to your information
- You will be required to provide proof of identification and may be asked to specify exactly what information you require.

Right to rectification

Rectification refers to correcting factual inaccuracies or incomplete data which is held by Team Green Horses. To rectify your information please contact Sarah George Manager, Team Green Horses.

Right to erasure

In some circumstances you can request that your information is deleted. This right will apply if you have consented to your information being used and have later withdrawn consent, or the information has been processed as part of the legitimate interests of Team Green Horses. There are exceptions to this right which would be explained to you, including information required to exercise or defend a legal claim and information which is exempt as freedom of expression.

Right to object

You can object to your information being used for:

- Marketing
- Scientific or historical research
- Statistical purposes

Right to restrict processing

The right to restrict processing means that if you have disputed the accuracy of information, objected to its use or want Team Green Horses to retain your information, you can request it is stored but no other uses are permitted.

Right to data portability

The right to data portability allows you to obtain your personal data from an organisation and reuse this for your own interests with other, similar organisations. It is intended to allow consumers to understand their usage of services and get the best deal.

The right to data portability is unlikely to apply to information held by Team Green Horses, however you will be informed when the right does apply.

Further Enquires and Complaints?

Complaints about the use of your information should be addressed to:

Sarah George
Upper Wick Stables,
Upper Wick,
Dursley,
Gloucestershire,
GL11 6DF