

1. What is this policy?

WiseHooves gathers and processes your personal information in accordance with this policy and in compliance with the Data Protection Act 2018, the General Data Protection Regulation EU 2016/679 (GDPR) and relevant laws. This policy explains your rights and our obligations, and how, why and when we process your personal data. The policy outlines how we use any personal information we receive about you when you use our website, request information, or use our services.

For data protection queries, email: ingrid@wisehooves.co.uk.

2. When do we collect information?

WiseHooves may collect personal information about you when you:

- contact us via our website by completing the 'contact us' form;
- contact us via email, letter or telephone;
- request information;
- receive any of our services.

We will never collect any unnecessary personal information from you and do not process your information in any way, other than as specified in this notice.

3. What type of information do we collect?

The type and extent of data collected will be limited to the purpose of the collection and may include:

- name
- address
- email address
- landline and/or mobile telephone number
- information about current personal, social, medical, and financial circumstances.

4. Why do we collect this information?

- For administration purposes, such as arranging or changing appointments and managing financial matters.
- To answer queries and advise clients on changes to services.
- To provide clients with appropriate services requested from us.
- To enable us to request feedback to improve our services.
- To keep in touch with clients who ask us to.

5. When do we share information?

We will not share information about you except in the following situations:

- Consent – WiseHooves may share your information with professional carers or others if you have requested or agreed that we should contact them.
- Serious harm – we may share your information with the relevant authorities if we have reason to believe this may prevent you or others being seriously harmed.
- Legal compliance – we may share your information when required by law or under other regulations to which we are subject.

We will never share your personal data with others for marketing or sales purposes.

6. How do we keep your information safe?

We take the security of your information very seriously. We store all paper forms and correspondences in a locked filing cabinet. All electronic records are stored in password-protected computers using regularly updated software. Internet and mobile network transmission of information is not guaranteed secure. Once received we have strict security measures in place to prevent unauthorised access. Clients' personal information is stored separately from session notes and other descriptive material.

7. How long will we keep your information?

We will retain your personal information for as long as you have an active relationship with WiseHooves, unless otherwise required by law. We will keep client notes and other documentation for 3 years following your last EFL session, after which it will be safely destroyed. Contact details will be destroyed following 7 years of no contact or updates.

8. What are your rights?

You have the right to access any personal information that WiseHooves processes about you. If you believe we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information. We will strive to correct it as quickly as possible, unless there is a valid reason for not doing so, at which point you will be notified.

You have the right to ask us to delete your personal data or to restrict processing (where applicable) in accordance with the data protection laws, to exercise your data portability rights, and to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request. This is to ensure that your data is protected and kept secure. You may withdraw your consent for us to hold and process your data at any time, but if you do this whilst still receiving EFL sessions at WiseHooves, your EFL sessions would have to end.

9. Cookies

Cookies are files with small amounts of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your computer's hard drive. Like many sites, we use cookies to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our site.

10. Who should you contact with queries or concerns?

If you want to request changes to any personal data, request to see what data WiseHooves holds about you, or if you have any queries, concerns or wish to make a complaint about WiseHoove's collection or processing of any personal data, please contact us at: ingrid@wisehooves.co.uk.

Latest update:
23 May 2022