

CANter Privacy Policy

Name: CANter Equine Assisted Learning & Psychotherapy

Address: The Stables, Gravenhurst. Bedford. Mk45 4HL

Contact Number: Suzanne Adamthwaite at: +44 7983 977860

E-mail: cantereal@gmail.com

Web: <https://www.canterequinetherapy.org>

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers: name, phone and email details
- Gender /Identification
- Session notes: For statistical purposes and funders
- What's App messages
- Release Of Liability Forms (including approval of photography)
- Original point of contact name and number (being private referral, agency/school details).

How we get personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Introduce & provide information about CANter.
- To keep in contact & update with future events or Programmes.
- Statistical purposes for measuring progress, evaluating & helping pitches for further funding.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Details of gender, locations, how many sessions attended & relevant medical requirements if necessary.

We use the information that you have given us:

- To contact you if we feel we have a Programme that could be of interest to you.
- We will contact you if we receive some funding that is relevant to you.

We may share this information only if there is a Safeguarding concern as a duty of care with the Referring Agency, GP, Social Services or Police.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are: Government Safeguarding Acts for Children/Young People & Vulnerable Adults.

You can remove your consent at any time. You can do this by contacting CANter direct Suzanne Adamthwaite Director cantereal@gmail.com

(a) Duty Of Care to all visitors.

(b) We have a vital interest.

(c) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep name, address, gender, telephone number, which horses are used, sessions attended, agency referred from, area the client is referred from for maximum 7 years. We will then dispose of your information by shredding.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restrict processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at: cantereal@gmail.com or contact Suzanne Adamthwaite: +44 7983 977860 or post to CANter Equine Assisted Learning & Therapy, The Stables, Gravenhurst. Bedford. MK45 4HL if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us directly at CANter Equine Assisted Learning & Therapy via email **cantereal@gmail.com** or contact Suzanne Adamthwaite: +44 7983 977860 or post to CANter Equine Assisted Learning & Therapy, The Stables, Gravenhurst. Bedford. MK45 4HL.

You can also complain to the ICO if you are unhappy with how we have used your data or how we responded to your direct complaint.

The ICO's address:

Information Commissioner's Office: Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF - Helpline number: 0303 123 1113 - ICO website: <https://www.ico.org.uk>