

Privacy Policy

What information do we collect about you?

We collect information from you when you complete relevant online and paper-based forms including: our Rider Registration Form, our RDA Rider/Driver Forms or our RDA Volunteer Application Forms.

The data we collect includes: your name, date of birth, address, telephone, email, emergency contact details, height, weight, riding ability and experience, disability and relevant medical information. We ask that you accept our terms and conditions. We also ask for your consent to a) process your data and b) contact you in accordance with GDPR.

We collect Tracker information for RDA riders/drivers to monitor progress over time. This is stored on a secure Tracker database.

We collect email addresses via our website for those wishing to opt in/subscribe to our newsletter.

Please note: Pony Club Membership forms are sent to Pony Club UK and your details will be stored on their secure Unity database. The Park Lane Stables proprietor has password protected access to our Pony Club Group Members' data on the Unity database.

How will we use the information about you?

We will use the data you have provided to contact you about your enquiry/booking or with relevant information about the service we offer at Park Lane Stables. We will use the information you provide about your weight, height and riding ability to match you/your child with the right horse/pony and the most appropriate ride/lesson/group. We use your emergency contact details to contact your next of kin in case of any accident/injury or illness that may occur on our premises or whilst out riding. We ask for the nature of any disability/medical conditions you may have so that we can offer you the appropriate level of support and assistance.

We will never disclose any information about you to any third party or company*, unless we are required to do so by law.

*If you are an RDA rider/driver we may, on very rare occasions, be asked to pass information about you to the RDA National body e.g. if you are entered for a competition. Limited information may be passed to the RDA for analysis as part of the Tracker system, but this will remain anonymous.

Marketing

We would like to send you our Pony Express newsletter and other information about how you can support Park Lane Stables and our RDA Group. This is how we let you know about any key upcoming activities and events, special offers and opportunities, fundraising, competitions and important changes, such as price increases or policy updates. We send our newsletter information via email, usually once a month.

We will never send you this information unless you have Opted In to receive it – either when you complete the Rider Registration Form or when you Subscribe via our website.

You have the right to stop receiving information from us at any time by clicking 'Unsubscribe' which can be found at the footer of any email.

We will never pass on your details to any third party for marketing purposes.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. We want to make sure that the information we hold is accurate and up-to-date. You may ask us to correct or remove information you think is inaccurate.

Retention of data

Once you are no longer involved with Park Lane Stables, we will securely retain your data for 3 years if you are an adult, or for 3 years after a child reaches the age of 18.

How to contact us

If you have any questions about our Privacy Policy or information we hold about you, please contact: Natalie O'Rourke, Park Lane Stables, Park Lane, Teddington TW11 0HY or email: parklanestables@gmail.com