

Privacy Policy

Introduction

This is the Privacy Policy for The Croft Equestrian Centre Limited (TCEC) and TCE Events Limited (TCEE).

TCEC and TCEE respect your privacy and are committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data and about your privacy rights and how the law protects you.

This privacy policy lets you know how TCEC and TCEE collects and processes your personal data through your use of our website, use of online entries through My Riding Life, use of entries or contact through British Dressage, or by contacting us directly via email, phone or otherwise.

We do not collect data relating to children at any time.

Controller:

TCEC and TCEE are the controllers and are responsible for your personal data. My Riding Life and British Dressage are also controllers where Online Entries and other Event information are entered into.

Contact Details:

Our full contact details:

Full Name: The Croft Equestrian Centre Limited & TCE Events Limited

Processor: Debbie Cross

Email Address: debbie@thecroftec.co.uk

Telephone Number: 01189701313

Postal Address: The Croft, Padworth Common, Berkshire, RG7 4QP

Third Party Links

Our website may include links to third-party websites, plug-ins and applications whose privacy practices may be different from ours. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. If you submit Personal Information to any of those sites, your information is governed by their privacy policies. When you leave our website, we encourage you to carefully read the privacy policy of any website you visit.

Information you give us

You may give us information about you by entering events via our website and through third parties, My Riding Life and British Dressage, or by corresponding with us by phone, e-mail or otherwise. The information you give us may include your name, address, e-mail address and phone number.

We will use this information to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information and services that you request from us, and to provide you with information about other events and services we offer that are similar to those that you have already purchased or enquired about and to notify you about changes to our service

Information we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified.

We will use this information to inform you of events and services which we feel may be of interest to you where you have indicated that you wish to be contacted for such purposes by post, email, text message, telephone, through third-party sites opt-in's or social media platforms, or other means of digital communication.

We may collect, use, store and transfer different kinds of data about you as follows:

Identity data: Includes full name and title

Contact Data: Includes address, email address and phone numbers

Marketing and Communications Data: Includes your preferences in receiving marketing emails from us

We do not collect special categories or personal data about you.

We do not collect payment details or Credit/Debit Card information from Online Entries via My Riding Life or British Dressage.

How we use your personal data

We will only use your personal data when the law allows us to. Mainly we will use your personal data in the following circumstances:

1. Where we need to perform the contract we are about to enter into or have entered into with you.
2. For the purpose of communicating events and services which we feel may be of interest to you, mainly via email communication only.
3. Where we need to comply with a legal or regulatory obligation.

Disclosure of your personal data

We may share your personal data, name and email address only, with an external third party marketing service. We require this third party to respect the security of your personal data and to treat it in accordance with the law.

Some of our external third parties are based outside the European Economic Area so their processing of your personal data will involve a transfer of data outside the EEA. Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring the following safeguard is implemented:

1. We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
2. Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between Europe and the US. For further details, please see European Commission: [EU-US Privacy Shield](#).

Data Security

We know how much data security matters to all our customers. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it. We limit access to your personal data to employees and agents only who have a business need to know. They are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data Retention

How long will we use your personal data for. We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including purposes of satisfying any legal, accounting or reporting requirements.

Your Legal Rights

You have rights under the data protections laws in relation to your personal data. If you wish to exercise any of your rights, please contact us at enquiries@thecroftec.co.uk. Please see below to find out more about these rights:

1. You will not have to pay a fee to access your personal data.
2. We may need to request from you specific information to help us confirm your identity and ensure your right to access your personal data. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it.
3. Time limit to respond - we try to respond to all legitimate requests within one month. If the request is particularly complex, this may take longer and in this case, we will notify you and keep you fully updated.

Opting Out

You can ask us to stop sending you marketing messages at anytime, by clicking on the unsubscribe option contained within every email marketing communication sent to you, or by contacting us at enquiries@thecroftec.co.uk at anytime. Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a service/contract provided.

What Are Cookies

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of our website. This allows our website, through its server to provide you with a tailored experience within this website.

What Do We Use Cookies For

We may use cookies to remember personal settings you have chosen at our website. In no other context do we use cookies to collect information that identifies you personally. Most of the cookies we set are automatically deleted from your computer when you leave our website or shortly afterwards.

We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics and Wix Analytics which use cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

Should you wish to deny the use and saving of cookies from this website and your computer's hard drive, you should take necessary steps within your web browser's security settings to block all cookies from this website and its external serving vendors.

Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.