



Balance & Align

PRIVACY POLICY

Our contact details

Name: Catherine Roy-Stanley - Balance & Align

Address: 60 Oak Tree Drive, Hassocks, BN6 8YD

Phone Number: 07515674125

E-mail: catherine@balanceandalign.com

The type of personal information we collect :

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Contact number
- Contact Email
- Dietary requirements
- Allergies
- Emergency contact (ICE)
- Horse's name
- Yard address
- Your address
- Social media account name

How we get the 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:

- Release forms & agreements
- Subscription to email
- Social media
- Google forms
- Personal messaging

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

- Client recommendations
- Social media (Instagram, Facebook, Linked in)



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We use the information that you have given us in order to:

- Support internal administration related to you.
- Communicate with you in the context of training, organisation, coaching and sessions
- Share details of upcoming events
- Contact your emergency contact
- To provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Catherine at catherine@balanceandalign.com
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

We may pass your details to a third party if you may be a risk to the health and safety of yourself or those who are around you. Or if there is a legal breach of some kind.



Balance & Align

RELEASE FORM

How we store your personal information

Your information is securely stored in password protected files.

We keep name, for as long as you are an active client. After this we will dispose of your data after 5 years by removing records stored online and in files.

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 restriction of 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 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 catheirne@balanceandalign.com if you wish to make a request.



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RELEASE FORM

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at catherine@balanceandalign.com.

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

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: [Coaching & Guidance](#)