



*Be Horself*

Horse Assisted Wellbeing

Be Horself Limited  
Established 2019  
Company Number 12358244  
Director Loredana Caminiti

## **Be Horself Data Protection Privacy Policy**

### **Introduction**

At Be Horself Limited (referred to below as Be Horself or “us” or “we”) we need to collect and use certain types of information about the Individuals or Service Users who come into contact with us in order to carry out our services. This personal information must be collected and dealt with appropriately whether is collected on paper, stored in a computer database, or recorded on other material and there are safeguards to ensure this under the Data Protection Act 1998.

We regard the lawful and correct treatment of personal information as very important to successful working, and to maintaining the confidence of those with whom we deal, and intends to ensure that personal information is treated lawfully and correctly, by adhering to the Principles of Data Protection, as detailed in the [Data Protection Act 1998](#).

When you request our services or otherwise provide your personal details to us, you will be asked to consent to our processing of your data under the terms of this policy.

This policy only applies to data collected by us. Third party agents, and websites which are linked to ours, are not covered by this policy, please read individual privacy policies detailed below.

### **Data Controller**

Loredana Caminiti is the Data Controller under the Act, which means that she determines what purposes personal information held, will be used for. She is also responsible for notifying the Information Commissioner of the



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data it holds or is likely to hold, and the general purposes that this data will be used for.

If you have any queries concerning your personal information or any questions on our use of the information, please contact the Data Controller via email at [info@behorself.co.uk](mailto:info@behorself.co.uk).

## **Data Collection**

- When you register an interest in requesting our Horse Assisted Wellbeing services (inclusive of Equine Facilitated Learning and Mindfulness practices) either via website or in person, the request process will involve providing us with your contact details as name, address, telephone number and email address. We may also request information on your availability, therapeutic issues, and other details which we consider relevant to processing your request.
- During our initial appointment/personal assessment, we ask further details about your personal circumstances; this may include medical, financial information, background and family history, and details about the mental and emotional issues currently experienced by you. This will allow us to have a clear understanding of your situation and needs so that we can offer you the appropriate service.
- In order to apply for job opportunities advertised by us, you may be required to provide your contact details and other personal information contained in your CV (such as employment history and qualifications). This information is only processed for the purpose of considering your job application and making any offer of employment.
- We use Google Analytics to collect anonymous data relating to user behaviour and 'web traffic' statistics. The collection and use of this data by Google Inc. is subject to their own Privacy Policies.



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- Other Forms: The information you give us on our forms (including all enquiry and application forms) may include your name, postal address, email address, phone number and other messages to us.

## **The Use of your Data**

We use information held about you in the following ways:

- To provide you with the professional Horse Assisted Wellbeing service requested from us.
- To offer suitable EFL & Mindfulness appointments, and to allocate clients and practitioners for the work.
- To notify you about changes to your appointments and other changes to our services.
- To seek reviews from you on your experience of EFL & Mindfulness services with us.
- To improve the quality of our service.
- To administer our service, including the arrangement of appointments and for financial control, data analysis, research, statistical and survey purposes.
- To keep in touch with those who ask us to, for the purposes of organisational, service and professional development.

## **What Data do we share?**

Your information is kept confidential and it will not be shared with others, except in the following circumstances:

- Consent – we may share your information with professional carers or others if/when you have requested or agreed for us to do so.



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- Serious harm – we may share your information with the relevant authorities if we have reason to believe that this may prevent serious harm being caused to you or another person.
- Compliance with law – we may share your information where we are required to by law or by the regulations and other rules to which we are subject.

### **How do we keep your information safe?**

All information you provide to us is stored as securely as possible. All paper forms and correspondence are kept in locked filing cabinets on our offices. All electronic records are stored on our computer with password-protected authentication.

We will do our best to protect your information using industry-standard protocols and encryption but we cannot guarantee the security of your data transmitted to us via email, including forms completed on our website which are transmitted by email; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent any unauthorised access.

Your identifiable personal information is kept separately from any session notes and other descriptive material we may choose to record. Client notes and other documentation are destroyed three (3) years after the end of our EFL & Mindfulness services, and personal contact details are destroyed/deleted after seven (7) years of no contact or updates.

### **Your rights**

You have the right to ask us to provide a copy of the information held by us in our records, for which we may charge a small fee. You also have the



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right to require us to correct any inaccuracies in your information. If you would like to do this, please contact the Data Controller at [info@behorsel.co.uk](mailto:info@behorsel.co.uk).

You may withdraw your consent for us to hold and process your data at any time. However, if you do this while actively receiving our service at Be Horsel Ltd, your sessions will have to end. You can withdraw your consent by contacting us at [info@behorsel.co.uk](mailto:info@behorsel.co.uk).

### **Changes to this policy**

We may edit this policy from time to time. If we make any substantial changes, we will notify everyone by posting a prominent announcement on our website.