

Serendipity Privacy Policy

The type of personal information we collect

We currently collect and process the following information (this may vary depending on your relationship with us):

- Name;
- Date of birth;
- Child(ren)'s name,
- Child(ren)'s date of birth;
- Child(ren)'s diagnosis/difficulties;
- Address;
- Email address;
- Telephone number;
- Medical Information
- Other details as necessary to allow us to work with you and/or your child(ren) effectively.

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:

- A referral made to us for providing services
- A booking made with us to provide services
- You have signed up to receive communications from us

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

- A referral made to us for providing services

We use the information that you have given us for:

- Providing Equine Assisted and related sessions for you and/or your child(ren)
- Letting you know about events that we may be running
- Communicating with you. This may include responding to emails or calls from you

We will not share any of your personal data with any third parties unless you request that we share information, subject to one important exception. In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

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

- (a) We have a contractual obligation.
- (b) We have a legal obligation.
- (c) We have a vital interest.
- (d) We have a legitimate interest.

How we store your personal information

Your information is securely stored:

- All paper data is kept in a locked filing cabinet.
- Electronic data is stored in an encrypted file on an external drive.

We will only store or transfer your personal data in the UK. This means that it will be fully protected under the GDPR.

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods:

- 3 years after your and/or your child's last session with Serendipity.

We will then dispose your information by securely shredding paper records and deleting electronic records.

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 if you wish to make a request. There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

info@serendipity-learning.co.uk

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: <https://www.ico.org.uk>

We are committed to reviewing our policy and practice at least once a year.

Created	14/03/2022	Next Review By	15/04/2026
Last Review	15/04/2025	Signed	Fliss Smith