

# Magic Ponies Privacy Policy

## **Our contact details**

Name: Lara Bekker (Magic Ponies)

Address: Flat 7, Randolph Court KT22 7HY

Phone Number: 07498 212563

E-mail: lara@magicponies.co.uk

## **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)
- Payment history data from online bookings
- Billing information and address

## **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:

- Contactable details
- Names of customers and children
- Billing information for invoicing and processing payments

## **How we use your personal information**

- Magic Ponies will store your data in a secure system which can only be accessed by Magic Ponies staff
- We will use your contact details to get in touch with you regarding your booking or other events which may be of interest.

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 Lara Bekker**

**(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.**

## **How we store your personal information**

Your information is securely stored.

We keep your contact details on our secure online system for 10 years. We will then dispose your information by archiving contact details and then permanently deleting after 2 weeks of archive.

## **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 Lara Bekker Magic Ponies, 07498 212563, [lara@magicponies.co.uk](mailto:lara@magicponies.co.uk) or at [www.magicponies.co.uk](http://www.magicponies.co.uk) if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at Magic Ponies, 07498 212563, [lara@magicponies.co.uk](mailto:lara@magicponies.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>