

THE HELPING HERD



Privacy Policy

Our contact details

Phone Number: 0779 1228 0104

E-mail: contact@thehelpingherd.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)
- ☑ Presence of medical conditions (for example, diabetes, and allergies)
- ☑ Regularly used medication
- ☑ Images in which you may be identifiable

contact@thehelpingherd.co.uk

0779 1228 014

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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:

- ☑ You have contacted us through the form on our site
- ☑ You have filled in and submitted one of our declarations or disclaimers

Additionally, you may have been photographed at one of our workshops (provided you gave consent beforehand).

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

- ☑ Invoice payments
- ☑ Correspond outside of workshops
- ☑ Resolve medical emergencies more effectively

We will not share this information with any third parties.

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

- a vital interest, in the case of medical emergency
- our legal obligation to invoice transactions
- your consent to your likeness being included in our promotional materials. You are able to remove your consent at any time. You can do this by contacting contact@thehelpingherd.co.uk or 0779 1228 0104

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How we store your personal information

Your information is securely stored.

- Physical papers are kept in secure, locked containers when not in use
- Email correspondence is encrypted
- Invoices are kept in private cloud storage, only accessible by our administrative staff
- Captured images are stored in secure electronic media, as determined by the photographer.

We keep personal identifiers and contact information for 6 years in invoices. Medical information is disposed of after workshops have concluded. Most captured images are either immediately used for promotional purposes or disposed of. Select images may be kept for up to 1 year in preparation for use in promotional materials. Images used in promotional materials will remain public indefinitely unless a relevant request is made (see following section on **Your data protection rights**).

Any disposed information will be deleted from electronic storage, email logs, etc. Physical papers will be destroyed with a shredder, and incinerated.

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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 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 contact@thehelpingherd.co.uk or 0779 1228 0104 if you wish to make a request.

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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at contact@thehelpingherd.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>

contact@thehelpingherd.co.uk

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