

PRIVACY POLICY

Lucy Yeomans Therapy (referred to as “we”, “us” and “our”) will collect and process information commonly known as personal data in the course of providing you with the best possible service. This policy sets out how we collect, use, share, retain and safeguard personal data. Personal data is information relating to an identified or identifiable natural person and includes an individual’s name, address, age, gender and contact details.

The personal information you provide when you contact us via the website, by email, by telephone and by completing client forms or student enrolment forms will include data relating to your name, address, the health and history for you and/or your horse and any other relevant information which will help us to help you and/or your horse and advise you in the most suitable way.

We will also collect electronic personal data when you visit our website where we will place a small text file, commonly known as a cookie, on your computer. Cookies are used to simplify accessibility and to improve your website experience by responding to you as an individual, and tailoring operations to your needs, likes and dislikes by gathering information about your preferences. We use traffic log cookies to monitor visitor behaviour and see which pages are being used. This helps us to improve our website and to better tailor it to meet customer needs. This information is only used for statistical analysis purposes and the data is then removed from the system. These cookies do not give us access to your computer or any information about you, other than the data you choose to share with us. Most web browsers automatically accept cookies, but you can modify your browser settings to decline cookies if you prefer, although this may prevent you from taking full advantage of the website.

Any information collected by us will be used by us in our communications with you and for our internal records to maintain a record of any changes in health, well-being or performance for you and/or your horse. Any information we hold will not be shared with any third parties except where we may need to discuss your horse with your vet or other professional employed by you.

The information we collect may be used to help us to improve our services or to contact you with details of new services, information or special offers which may be of interest to you.

This data will be securely stored for at least 7 years following the last occasion on which treatment was given.

Under the Data Protection Act 2018, you have the right to ask for access to your personal data, to object to it being used, to restrict what data is used and for your

personal data to be rectified or erased. Please bear in mind that objecting to or restricting the use of personal data may affect the level of service we are able to provide and that we may be unable to erase personal data for statutory or regulatory reasons, such as taxation purposes.

If you have any questions regarding this Privacy Policy and the use of your data please contact us.