




THE HUGS FOUNDATION – WEBSITE PRIVACY NOTICE – VERSION CONTROL

Version	Date	Amendments	Signature	Position
1.0	28/06/2021	New policy		Consultant



## THE HUGS FOUNDATION – WEBSITE PRIVACY NOTICE

At The Hugs Foundation we respect your personal data. This privacy notice explains how we will use your personal data when you use our website.

### CONTACT DETAILS

The Hugs Foundation

Higher Whitley Farm, Helland Road, Bodmin, Cornwall PL31 2NT

07539 916048

[enquiries@hugsfoundation.org.uk](mailto:enquiries@hugsfoundation.org.uk)

<https://hugsfoundation.org.uk>

### THE INFORMATION WE HOLD AND HOW WE GET IT

Most of the personal information we process is provided to us directly by you. We currently collect and process the following information:

- We collect your IP address when you visit our website
- We also use cookies on our website for which we have a Cookie Notice, explaining which cookies are in use and what they do
- Should you fill in our contact form, we will collect your name, email address, phone number and postal address, along with details of your enquiry and what you are interested in at The Hugs Foundation
- If you sponsor a horse through our website, we will process your name, email address, phone number, postal address and bank details.

We sometimes collect information indirectly about you. This information is name, address and email address. For example Sponsor a Pony when given as a gift.

### LEGAL BASIS FOR PROCESSING YOUR DATA

Under current data protection legislation, the lawful bases we rely on for processing this information are:

1. Consent. You can withdraw your consent at any time. You can do so by contacting us using the details above.
2. We have a legitimate interest.
3. We have a contractual obligation.

**The Hugs Foundation. Registered Charity Number: 1175633**

**Tel: 07539 916048 [www.hugsfoundation.org.uk](http://www.hugsfoundation.org.uk)**

**Company Registered Address: Higher Whitley Farm, Helland Road, Bodmin, Cornwall, PL31 2NT**



Our legitimate interest is for business purposes, to make sure we can respond to your enquiry.

When you sponsor a horse, you are entering into a contractual agreement with us. If you fail to provide your personal data, we will not be able to enter into this contract with you and you will not be able to sponsor a horse with us.

#### WHAT WE DO WITH THE INFORMATION WE HAVE AND WHY WE HAVE IT

We use the information you have given us in order to

- Respond to your enquiry;
- Monitor the performance of our website

We may share this information with:

- Our website provider and CRM system.

#### AUTOMATED DECISION-MAKING AND PROFILING

We do not use automated decision making or profiling.

#### HOW WE STORE YOUR INFORMATION

Your information is securely stored in our CRM system, which is a cloud-based server located in the UK.

We keep the personal data you provide through our contact form for twelve-months.

We store your IP address for 30-days.

We will then dispose of your information by secure deletion.



## YOUR DATA PROTECTION RIGHTS

Under current data protection legislation, you have the following rights:

---

### 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 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 information in certain circumstances.

---

### YOUR RIGHT TO OBJECT TO PROCESSING

You have the right to object to the processing of your personal data in certain circumstances.

---

### YOUR RIGHT TO DATA PORTABILITY

You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.



You are not required to pay any charges for exercising these rights. If you make a request, we have one-month (30-days) to respond to you.

Please contact us using the details provided at the beginning of this notice if you wish to make a request.

## HOW TO COMPLAIN

You can complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

The ICO's details are:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113