

Privacy Policy

1. Introduction

Equine Healing Partnership (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This policy explains how we collect, use, store and protect your personal data when you visit our website (<https://equinehealingpartnership.co.uk>) or otherwise interact with us.

2. Data We May Collect

We may collect the following types of personal data:

- **Contact information:** name, email address, postal address, telephone number
- **Service information:** details of services you enquire about or purchase
- **Communications:** information you submit through contact forms, emails, or messages
- **Usage data:** IP address, browser type, pages you view, date/time stamps, referring website, and other technical data
- **Marketing preferences:** whether you wish to receive newsletters or promotional communications

3. Legal Basis for Processing

We process your personal data only when we have a lawful basis to do so, for example:

- To fulfil a contract (delivering services you request)
- To comply with legal obligations
- With your consent (e.g. for marketing emails)
- For our legitimate interests (e.g. improving our website, administrative purposes), provided these interests are not overridden by your rights

4. How We Use Your Data

We use your personal data for purposes including:

- Responding to enquiries and providing our services
- Communicating with you (appointment reminders, updates, etc.)
- Processing payments and managing bookings
- Sending you marketing or promotional materials (only if you have opted in)
- Analysing and improving our website and services
- Ensuring security and preventing fraud

5. Data Sharing and Disclosure

We will not share your personal data with third parties except where necessary, and only under appropriate safeguards. Examples include:

- Service providers or contractors (e.g. IT hosting, payment processors)
- Legal or regulatory authorities (if required by law)
- In the event of a business sale or reorganisation

6. Data Retention

We will retain your personal data only for as long as necessary for the purposes for which it was collected, unless a longer retention period is required or permitted by law. Once no longer required, your data will be securely deleted or anonymised.

7. Security

We use appropriate technical and organisational measures to protect your data from unauthorised access, disclosure, loss or alteration. However, no method of transmission over the internet or method of storage is 100% secure, so we cannot guarantee absolute security.

8. Your Rights

You have the following rights (under applicable data protection laws):

- Access your personal data
- Request correction of inaccurate or incomplete data
- Request deletion of your data
- Object to or restrict processing of your data
- Request portability of your data
- Withdraw consent (where processing is based on consent)
- Lodge a complaint with a supervisory authority

To exercise these rights, please contact us using the details below.

9. Cookies and Tracking

Our website may use cookies or similar tracking technologies to collect usage data and improve your experience. You can control or disable cookies via your browser settings; however, disabling certain cookies may affect website functionality.

10. Links to Other Sites

Our website may contain links to external websites. We are not responsible for the privacy practices of those sites; you should consult their privacy policies directly.

11. Changes to This Policy

We may update this privacy policy from time to time. Any changes will be posted on this page, with the "Last Updated" date revised. We encourage you to review it periodically.

12. Contact Us

If you have any questions or wish to exercise your rights, please contact us:

Equine Healing Partnership

Email: info@equinehealingpartnership.com

Phone: 0797 009 0497

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