

Flicka Foundation Horse and Donkey Sanctuary

Privacy Notice for Owners of animals to be re-homed or “Animals of Concern”: how we collect and use your information

1. Introduction

This Privacy Notice applies, firstly, to the Owners who contact the Flicka Foundation to discuss the re-homing or rescue of their animal(s) and secondly, to Owners who are contacted by the Flicka Foundation because of concerns about the welfare and safety of the animal (“Owners of animals of concern”).

This document gives you information about:

- The types of information that we collect about you
- How we collect and use it
- Who we might share it with
- The steps we’ll take to make sure it stays private and secure
- Your rights to your information

We have produced this statement in the context of the General Data Protection Regulation (GDPR) which comes into effect on 25 May 2018 and applies to all organisations, including us.

2. Who we are

When we say “we”, we mean Flicka Foundation Horse and Donkey Sanctuary. We are the “data controller” for the information referred to in this statement. This means we are responsible for deciding how we can use your information within the context of the GDPR.

3. The information we collect

We collect information about you in the following ways:

- Directly from you (for example, if you approach us to ask us to rehome your animal(s))
- From another person on your behalf (for example, if you have become ill or unable to care for your animal and a relative contacts us for you)
- From a third party without your knowledge (for example where someone is concerned about the welfare of your animals and that third party contacts us to ask us to intervene)

We will only collect your information in line with relevant regulations and law. We will only collect the information that we need in relation to the operation of the Flicka Foundation.

You are responsible for ensuring that the information that you give us is accurate and up to date.

4. How we will use your information

We will use the information that you provide in the way indicated below, using the legal basis listed:

- **Owners who approach us:** We will use your information to contact you relating to potential arrangements to rehome your animal or improve its welfare. We will do this where you have agreed to it (that is, using the lawful basis of “consent” under GDPR 2018).

- **Owners of “animals of concern” where we initiate contact:** We will use your information to contact you relating to the purchase or rescue of any donkey, mule, horse or other animal, or to provide you with advice and assistance to improve the welfare of the animal where purchase or rescue is not appropriate or possible. We will do this using the lawful basis of “legitimate interests” under GDPR 2018.

5. Who we will share your information with

We share information in very limited circumstances as follows:

- **Owners who approach us:** We may share your contact details with potential fosterers, if you have given us your explicit consent to do so – so that you can discuss potential fostering arrangements for your animal.
- **Owners of “animals of concern”:** If we receive a complaint or concern about the treatment of your animal, we may share your contact details with another animal welfare organisation to investigate the complaint, with the RSPCA, Defra, the police or any other relevant organisation or agency. If we are dealing with the complaint ourselves and, having visited you in an advisory capacity, we decide not to take further action, then we will not share your contact details.

6. How long we will keep your information

We will keep your information as long as you continue to have a relationship with us, as indicated below. In all cases, you have a right to ask for your information to be erased or amended – please see section 8 below.

- **Owners who approach us:** We will keep your information while we are trying to re-home your animal. In circumstances where you wish to “keep in touch” with your animal after it has been re-homed, we will continue to keep your information. Once the relationship with us has finished, we will delete your information within a year.
- **Owners of “animals of concern”:** We will keep your information for as long as we are trying to investigate a complaint against you, rescue your animal or improve its welfare and safety. Once this has been completed, we will delete your information within a year.

7. Security

We ensure that your information is held securely, whether in digital or paper form. Access to any personal information which we hold is restricting to a small number of employees and trustees who have a legitimate business reason for accessing and processing the information. We use both physical and electronic means of security (locks, passwords etc) to ensure that the places where we collect, store, access and process the information are secure. We do not transfer or store any personal information outside the European Economic Area (which is where the GDPR applies).

8. Your rights

You have the following rights relating to your information:

- The right to see what information we hold about you
- The right to ask us to update incorrect or incomplete details

- The right to ask us to share your information with someone else
- The right to ask us to delete your information
- The right to restrict or object to our use of your information
- The right to make a complaint.

In each case, we will respond to your request within a month. To exercise any of these rights, please write to Flicka at Penty Noweth Farm, Trenoweth Lane, Mabe Burnthouse, Penryn, Cornwall, TR10 9JB, email to info@flickafoundation.org.uk or phone 01326 373601.