



## Kate Hardt Saddlery Ltd Privacy Notice

### **Our contact details**

Kate Hardt Saddlery Ltd  
High Lea, Offley Hay  
Eccleshall  
Staffordshire ST21 6HF  
01785 851591  
info@katehardtsaddlery.com

### **What type of information we have**

We currently collect and process the following information:

- Customer name
- Customer home address
- Customer email
- Customer phone number
- Address where customer's horse is kept

### **How we get the 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 intend to enter or have entered into a contract with Kate Hardt Saddlery Ltd
- In order to process your order and provide invoices that comply with legislation, we need to collect your name and invoice address
- In order to send goods that you ordered, we collect the delivery address (which may be identical to your home address)
- In order to visit your horse for saddle fitting purposes, we collect your phone number and the address where your horse is kept because it is not feasible to carry out work without arranging on-site appointments

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

- We have a legal obligation to collect your name and address for accounting purposes (issuing invoices that comply with legislation)
- Your consent. This covers your phone number and the address where your horse is kept (if different to your home address). You are able to remove your consent at any time. You can do this by contacting Thomas Hardt on the email address or the phone number shown above.

### **What we do with the information we have**

We use the information that you have given us in order to issue invoices that comply with legislation.

We do not share your data with any third parties.

### **How we store your information**

Your information is securely stored in our online accounting system.

We keep your name, address, email and phone number as part of our customer accounts for seven years. This is the duration for which the law requires that Limited companies retain their accounts. We will delete your information from our accounting system seven years after the last commercial transaction between you and us has taken place.

### **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 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 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 charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@katehardtsaddlery.com](mailto:info@katehardtsaddlery.com) or call 01785 851591 if you wish to make a request.

### **How to complain**

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

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Helpline number: 0303 123 1113

