



## **DATA PROTECTION**

Under the Data Protection Legislation we must adhere to the guiding 1st & 2nd principles of the act. As a 'not for profit' charitable organisation we are exempt from notification.

Any personal information that we hold, for members of the public, must be kept securely and not given or sold to a third party.

Information that we hold must not be kept for longer than is necessary. Any banking details should be securely locked away and destroyed after a period of none use.

Unsolicited marketing messages by e-mail should only be sent if the person has chosen to receive them, unless the e-mail address was obtained as a result of a commercial relationship. The individuals should always be given the opportunity to stop receiving them.

## **BRITISH APPALOOSA SOCIETY PRIVACY POLICY**

The British Appaloosa Society is committed to protecting your privacy and security. Whenever you provide personal information, we will treat that information in accordance with this policy, current UK Data Protection legislation and Internet best practice.

Any personal information held will be kept securely.

No personal information held will be given to any third party. (With the exception of goods delivery services)

No information will be held for any longer than is necessary. Details such as banking information will be destroyed after 2 years of none use.

## **PASSPORT INFORMATION**

There is a mandatory legal requirement for the BApS to hold passport information about the horse/pony and owner. This information may be passed to Defra in order to carry out their responsibilities regarding EU equine ID requirements. It will also be used for disease control, surveillance activities and to assist in tracing the owners of stray, lost or stolen animals. This data will also help to reduce malpractice in the sale of ponies & horses. Defra will also provide information to third parties or organisations or persons contracted by Defra for the purposes of research & evaluation. Defra will be joint data controller for the mandatory information. Data may be shared if necessary with other Central Government Departments, Non-Departmental Public Bodies, Local Authorities and other enforcement agencies. Defra may be required to release data under the Freedom of Information act 2000 or the Environmental Information Regulations 2004 however neither Defra nor their agents will permit any unwarranted breach of confidentiality nor will they act in contravention of their obligations under the Data Protection Act 1998.

### **British Appaloosa Society Complaints Procedure**

The BApS aims to give members and non-members alike the best possible service. We would take any complaint very seriously.

If you are dissatisfied with our service we would deal with your complaint in the following manner:-

- 1) We will acknowledge your complaint by telephone, post or email within 5 working days
- 2) Within 10 working days we will try to find a solution agreeable to you. If an acceptable solution cannot be found the matter will be referred to the next BApS Council meeting. We will write or email to explain how your complaint will be dealt with.
- 3) We will contact you within five working days of the meeting to give you Council's decision.
- 4) If in your opinion the decision is unacceptable and the complaint involves EU legislation we would then refer the matter to the relevant authorities