
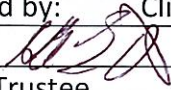


Privacy Policy		
Date Approved: 9/6/23	Authorised by: Cliff Evans	
Review Date: 9/6/24	Signed: 	
Page no: 1	Position: Trustee	

Privacy Policy

Policy Statement

At The Avon Centre we take your privacy very seriously. We only collect data required for us to provide our service to you. You have the right to request any data we hold on you at any time, and to request we delete any data. Please allow two weeks for such requests to be processed.

The Website


This website uses [essential cookies](#) but we do not have any statistics collections so the website does not collect data on users who browse the site. It is operated by Wordpress, so if you choose to leave a comment on any of our posts it collects your email and IP address. These are not visible to the public and if you delete your comment (or request we delete it) then the information is removed. We do not use this information for anything unless your comment asks us to contact you, then we will use the email address provided to get in touch.

Data collected through forms on the site

The data we collect through our online forms, such as interest in holiday activities or an expression of interest in joining the Centre requests the information we require to be able to offer you the service. The information you provide will be passed to the relevant department within The Avon Centre for processing, and that department may be in touch to request additional information in order to provide you with their service. Some forms may also request equalities monitoring data from you. This is completely voluntary and we will anonymise the data you provide in relation to equalities before using it to ensure we are reaching as diverse a range of people as possible. We do not pass any of the personal data you provide us to third parties, but may use it to create anonymous statistics to help us raise funds or report on the success of certain activities.

Data collected through EC Pro

EC Pro is the platform we use to allow you to book lessons. It is run by a company called WOW Designs. It collects the information required for you to book lessons of an appropriate level. You can read the site's [full privacy policy here](#). In addition to the information you provide it also collects information such as your lesson history, accident/incident reports and lesson notes made by instructors. The staff at The Avon Centre and the support team at EC Pro have access to this data in order to help facilitate the proper running of the site. You can delete your account at any time or request we do so.

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Data Collected from RDA Riders

Before joining the Avon RDA Group all RDA Riders are asked to complete an RDA Rider Application Form. This contains data necessary to run your session, including any relevant medical information about your condition. These forms are stored securely along with any notes relating to your lesson history for a period of 3 years after you leave the Centre (or 3 years after turning 18 for minors) in accordance with the RDA's Privacy Policy.

Data Collected from Volunteers

When you apply to volunteer we ask that you complete a form providing us with information necessary for you to have a safe time working with us. This data is stored securely along with your training and qualification history. When you leave you have the option to request we remove your data immediately, or archive it in our "taking a break" area if you think you may wish to return. You can ask that the data be removed from the "taking a break" area whenever you choose, but please keep in mind that if your data is erased so is your training history, and we will need to retrain you if you choose to come back.

Finance and Invoicing Data

For certain activities we will send an invoice which will require your contact details. These are stored securely on our finance software for the purposes of sending invoices and keeping accurate payment records. For tax purposes we need to keep all financial records for 7 years, this includes any invoices we send or bills we receive. Unpaid invoices will remain on our system as active until a payment resolution can be made.