

ELYSIAN PRIVACY NOTICE



Effective Date

20/07/2026

Review Date

20/07/2027

Introduction

Elysian is committed to protecting the privacy and personal information of everyone who engages with us.

This Privacy Notice explains how Elysian collects, uses, stores, shares and protects personal information across all our activities, services and enterprises.

This includes, but is not limited to:

- Educational provision
- Therapeutic services
- Training and professional development
- Clubs and memberships
- Events and activities
- Riding lessons and equestrian activities
- Venue hire
- Community and fundraising initiatives
- Volunteer programmes
- Recruitment and employment activities
- Any other services operated by Elysian

Who We Are

For the purposes of UK data protection legislation, the following organisations are collectively referred to as Elysian:

- Elysian Animal Assisted Interventions Ltd
- Elysian Training and Development Ltd
- Elysian Animal Assisted Therapy and Learning CIC

Elysian acts as a Data Controller when determining how and why personal information is processed.

Contact Details

Data Protection Officer: Jo Nunn

Email: admin@elysianuk.org

Information We Collect

Depending on the nature of your relationship with us, we may collect:

Personal Information

- Name
- Date of birth
- Address
- Email address
- Telephone number
- Emergency contact details

Educational or Service Information

- Attendance records
- Progress information
- Referral information
- Assessment information
- Qualifications and training records

Health and Welfare Information

- Medical conditions
- Allergies
- Medication information
- Additional needs
- Accessibility requirements
- Accident and incident information

Safeguarding Information

- Welfare concerns
- Risk assessments
- Incident reports
- Multi-agency communications
- Safeguarding records

Employment and Volunteer Information

- Application forms
- References
- Employment records
- Payroll information
- DBS information where required

Commercial, Booking and Event Information

- Membership records
- Booking information
- Venue hire records
- Attendance information
- Customer service communications
- Payment and invoicing records

Communication Information

- Emails
- Letters
- Feedback forms
- Complaint records
- Enquiry forms

Special Category Data

We may process special category information where necessary, including information relating to:

- Health
- Disability
- Ethnicity
- Religion or belief
- Safeguarding and welfare matters

We only process this information where a lawful basis and an appropriate condition under data protection legislation applies.

Why We Use Personal Information

We use personal information to:

- Deliver services and activities
- Manage bookings, enrolments and memberships
- Communicate with participants, families and stakeholders
- Support health, safety and safeguarding
- Respond to emergencies
- Process payments and maintain financial records
- Manage recruitment, employment and volunteering
- Investigate incidents, complaints or concerns
- Improve our services
- Meet legal and regulatory obligations
- Protect people, animals, property and organisational interests

Lawful Bases

We process personal information under one or more of the following legal bases:

- Consent
- Contract
- Legal obligation
- Vital interests
- Public task
- Legitimate interests

Where we rely on consent, consent may be withdrawn at any time.

Photography, Video and Marketing

Photographs or video recordings may occasionally be taken during our activities.

Where appropriate, consent will be obtained before images are used in:

- Websites
- Social media
- Publications
- Marketing materials
- Fundraising materials

Consent choices can be amended at any time but may not apply retrospectively to material already published.

Who We Share Information With

We may share information with:

- Local authorities
- Schools and educational settings
- Healthcare professionals
- Safeguarding agencies
- Regulators and inspectors
- Emergency services
- Insurers
- Professional advisers
- IT and software providers
- Payment processors
- Awarding organisations
- Law enforcement agencies where required

We do not sell personal information.

International Transfers

Where personal information is processed outside the UK, appropriate safeguards will be applied in accordance with UK GDPR.

Retention

We only retain information for as long as necessary.

Retention periods are determined by:

- Legal requirements
- Safeguarding obligations
- Insurance requirements
- Regulatory guidance
- Business need
- Limitation periods for legal claims

Information is securely destroyed when no longer required.

Security

We implement appropriate technical and organisational security measures to protect personal information from unauthorised access, loss, misuse or disclosure.

Your Rights

You may have the right to:

- Request access to your information
- Request correction of inaccurate information
- Request erasure in certain circumstances
- Request restriction of processing

- Object to processing
- Withdraw consent
- Request transfer of information where applicable
- Complain about the use of your information

Complaints

If you are concerned about how we process your information, please contact us first.

If you are not satisfied with You also have the right to complain to:

Information Commissioner's Office

Website: www.ico.org.uk

Telephone: 0303 123 1113

Changes to this Notice

This Privacy Notice may be amended from time to time.

The latest version will always be available via our website or on request.