

Privacy Policy

Watch My Pony | Heath Technologies Limited | Last updated: [insert date]

1. Who we are

Watch My Pony is owned and operated by **Heath Technologies Limited**. In this policy, "Watch My Pony", "we", "us" and "our" mean Heath Technologies Limited.

Company name	Heath Technologies Limited
Company number	17099418
Registered office	Suite 3 Quantum House, Skyline Court, Third Avenue, Centrum 100, Burton On Trent, Staffordshire, United Kingdom, DE14 2BZ
Email	contact@watchmypony.co.uk

2. What this policy covers

This policy applies when you visit our website, create or use an account, use the app or dashboard, request a quote, build a plan, book installation or support, use cameras or monitoring features, manage horse or yard information, or contact us.

3. The personal information we collect

Account and contact details

This may include your name, email address, phone number, organisation or yard name, address, postcode, account login details, role, user permissions and communication preferences.

Billing and order information

This may include plan details, order details, quote information, invoice records, payment status, contract length, billing address and payment-related information. Payments may be processed by third-party payment providers.

Yard, horse and user information

The service may allow customers and authorised users to add yard information, horse or pony profiles, stable details, owner details, emergency contacts, care notes, feeding notes, routine notes, images, documents and access permissions.

Camera, CCTV and monitoring data

Where cameras, sensors or monitoring features are used, the service may process live or recorded video, images, audio if enabled, timestamps, device information, camera names, activity logs, alerts and other monitoring outputs.

Customers are responsible for making sure their use of CCTV, cameras and monitoring features is lawful and clearly explained to staff, visitors, owners and anyone else who may be affected.

Website and technical information

When you use our website or app, we may collect technical information such as your IP address, device type, browser type, operating system, pages viewed, app usage, error logs, security logs and cookie information.

Support and communication records

If you contact us, we may keep records of your enquiry, support request, issue details, messages, emails, call notes and any information needed to respond to you.

4. How we use personal information

- provide and operate the Watch My Pony service;
- create and manage accounts;
- provide app, dashboard and camera access;
- process orders, quotes, subscriptions, payments and invoices;
- install, configure, support and maintain hardware and services;
- manage customer enquiries and support requests;
- allow yards to manage horses, cameras, owners and authorised users;
- allow horse owners to access permitted horse profiles and camera views;
- keep the service secure and prevent misuse;
- diagnose faults, monitor performance and improve reliability;
- send service messages, account updates and important notices;
- improve the app, website, packages, features and customer experience;
- comply with legal, regulatory, tax, accounting and contractual obligations.

5. Our lawful bases for using personal information

Contract

We use personal information where it is necessary to provide the service, manage your account, process your order, arrange installation, provide support and fulfil our contract with you.

Legitimate interests

We may use personal information where we have a legitimate business interest, such as improving the service, keeping systems secure, responding to enquiries, preventing misuse, maintaining business records and developing new features.

Consent

We may rely on consent for certain activities, such as optional marketing communications or non-essential cookies where required.

Legal obligation

We may use personal information where necessary to comply with legal, tax, accounting, data protection, consumer, company or regulatory obligations.

6. Customer-controlled data and monitoring data

Where a customer uses Watch My Pony to upload, store, configure or share horse records, yard records, user details, CCTV footage, camera views, recordings or monitoring data, the customer will usually decide why and how that information is used.

In those cases, the customer is normally the controller of that information, and Watch My Pony acts as a processor by hosting, storing, transmitting and supporting the service on the customer's behalf.

Customers are responsible for making sure they have the right permissions, notices, lawful basis and policies in place for any personal information or footage they control through the service.

7. CCTV, cameras and monitoring

The Watch My Pony service may include live viewing, recorded camera access, monitoring dashboards, alerts and other camera-related features.

- cameras are used lawfully, fairly and proportionately;
- clear notices are provided where required;
- staff, owners, visitors and other affected people are informed;
- cameras are not placed in private areas;
- access to live and recorded footage is limited to authorised users;
- footage is not shared publicly or with unauthorised people;
- retention settings and access permissions are appropriate.

Watch My Pony is not a veterinary, emergency, security, fire, police or animal welfare inspection service. Customers remain responsible for in-person checks, animal welfare, site safety and emergency procedures.

8. Sharing personal information

We may share personal information with hosting and cloud providers, payment processors, communication providers, support and installation providers, camera and networking suppliers, professional advisers, regulators or authorities where required, and business successors if our business is reorganised or transferred.

9. International transfers

Some suppliers or service providers may process information outside the United Kingdom. Where this happens, we will use appropriate safeguards required by data protection law where needed.

10. How long we keep information

We keep personal information only for as long as needed for the purposes described in this policy. Retention may depend on account type, customer settings, legal requirements, disputes, security needs and backup cycles.

Camera footage and monitoring data may be stored for the period included in the customer's plan or settings, unless deleted earlier or retained for a lawful reason.

11. Security

We use reasonable technical and organisational measures designed to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. No system, network, app, device or transmission is completely secure.

Customers and users must also protect their own devices, passwords, Wi-Fi networks, routers, exported files and account access.

12. Your rights

Depending on the circumstances, you may have rights to access, correct, delete, restrict, object to or request a copy of your personal information, and to withdraw consent where consent is used. You may also complain to the UK Information Commissioner's Office.

Some rights may be limited where information is controlled by a customer, such as a livery yard, employer or organisation using Watch My Pony. In those cases, we may need to refer your request to the relevant customer.

13. Marketing

We may send marketing messages where permitted by law. You can unsubscribe from marketing emails at any time. We will still send important service, account, billing, security or legal messages where needed.

14. Cookies

Our website may use cookies and similar technologies. Some cookies are necessary for the website to work. Others may help us understand website use, improve performance or support marketing. More details are set out in our Cookie Policy.

15. Children

Watch My Pony accounts should only be created by people aged 18 or over. Where a customer allows a person under 18 to access the service, the customer must make sure appropriate consent and supervision are in place.

16. Changes to this policy

We may update this Privacy Policy from time to time. The latest version will be made available on our website or through the service. Where changes are important, we may take reasonable steps to notify customers or users.

17. Contact us

Email: contact@watchmypony.co.uk

Post: Heath Technologies Limited, Suite 3 Quantum House, Skyline Court, Third Avenue, Centrum 100, Burton On Trent, Staffordshire, United Kingdom, DE14 2BZ