MADRIX EQUESTRIAN

Website Privacy Policy

Last updated: 13 November 2026 | South Africa

1. Who we are and how to contact us

Madrix Equestrian is responsible for personal information collected through its website and services. Send privacy questions or requests to Madrix using the contact details published on the website, marked "Privacy request".

2. Information we collect

We collect information you provide in enquiries, bookings, entries and forms: names, contact details, participant ages, emergency contacts, horse details, delivery addresses, payment confirmations and submitted photos or videos. Relevant health or safety disclosures are collected only where necessary and with an appropriate lawful basis. Technical website data may include IP address, device and browser information.

3. Why we use it

We use information to answer enquiries, arrange lessons and clinics, administer and judge events, communicate results, deliver prizes, process payments, maintain records and support safety. We rely on consent, contractual necessity, legal duties or a justified legitimate interest, as appropriate. Required fields should be identified; without essential details, we may be unable to provide the requested service. Marketing messages include a way to opt out.

4. Sharing and overseas services

We do not sell personal information. Necessary details may be shared with instructors, judges, hosts, couriers, payment providers, website or IT providers and professional advisers, or where legally required. We require appropriate confidentiality and safeguards. Where a provider processes information outside South Africa, applicable POPIA transfer requirements must be met. External websites and payment services have their own privacy notices.

5. Photos, videos, results and children

Entry videos are used for judging and event administration. Results are communicated privately before publication; event notices should explain which result details will be public. Promotional use of identifiable photos or videos requires separate permission. Information about children is handled with a competent person's authorisation where required by law. A parent or legal guardian must approve a minor's participation and promotional image use.

6. Cookies and website tools

Cookies or similar tools may support essential website functions. Any non-essential analytics, advertising or embedded tools must be explained at the point of use, with consent obtained where required. Browser settings can manage cookies, although disabling essential cookies may affect functionality. The website's cookie notice should identify the tools actually in use.

7. Security and retention

We use reasonable organisational and technical safeguards and restrict access to those who need it. Records are kept only as long as needed for the stated purposes, legal obligations or legitimate recordkeeping, then securely deleted or de-identified. No online system is completely secure. Security compromises will be assessed and notified as required by law.

8. Your rights and policy updates

Subject to applicable law, you may request access, correction or deletion, object to processing, or withdraw consent where consent is the basis. Identity verification may be needed; withdrawal does not undo lawful prior processing. You may complain to the Information Regulator at inforegulator.org.za/complaints/. Changes to this policy will be published with an updated date; material changes will be highlighted as appropriate.