



Privacy Policy

1. Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the GDPR).

2. Who are we?

Land of Joy is the data controller (contact details below). This means it decides how your personal data is processed and for what purposes.

3. What personal data do we hold?

We collect and retain personal data for:

- Individuals who attend our classes and retreats
- Suppliers of products and services
- Volunteers, including trustees and teachers

We hold the following data:

- Contact data for retreat participants, suppliers, contractors and volunteers.
- Details of bookings for classes and retreats and a record of previous attendances.
- Sensitive data related to bookings (such as health or personal circumstances) that may be relevant to attendance at one of our events.
- Financial details for Gift Aid and auditing purposes

We expressly do not hold:

- Banking or credit card data for clients unless given to us for a purpose (e.g. an expense or donation)
- Cookies or any means of tracking an individual use of services on the internet other than through direct applications where the data is freely given

4. How do we process your personal data?

Land of Joy complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. We use your personal data for the following purposes:

- To inform you of news, events, volunteering opportunities, retreats and courses and other services running at Land of Joy and other affiliated FPMT centres/projects/services/study groups.
- To administer our Membership Scheme and retreat programme.
- To fundraise and promote the interests of the charity.
- To manage our contractors, suppliers and volunteers.
- To maintain our own accounts and records (including the processing of gift aid applications).

5. What is the legal basis for processing your personal data?

- Explicit consent from you so that we can keep you informed about:
 - Our newsletter, events, activities, study programmes and other services organised by Land of Joy.
 - Opportunities to participate in the development of Land of Joy and other affiliated FPMT bodies including volunteering and fundraising.
- When processing is necessary for carrying out legal obligations. This includes processing in relation to Gift Aid, under employment, social security or social protection law.
- The legitimate interest condition is when we process your personal data for the purpose of complying with your request for example:
 - enrolment/registration for events, retreat programmes, Membership Schemes
 - administering your donation (including for the purpose of financial auditing)
 - We may also contact you to inform you about products or services similar to what we have provided to you previously.
- In all correspondence, we will give you the option to opt out
- We do not collect sensitive data about you unless there is a clear reason for doing so.

6. Sharing your personal data

Your personal data will be treated as strictly confidential and will not be shared with anyone outside of Land of Joy. We will only share your data with third parties outside of Land of Joy by obtaining further consent from you.

- We keep data on retreat registers in our office, under lock and key
- Sensitive data is held in a locked filing cabinet, and only accessed by staff for specific purposes
- We use Mail Chimp to store our mailing list data, making it easy for you to unsubscribe, or amend your personal data. Please see Mail Chimp's Privacy Policy [here](#)
- We use Capsule CRM for maintaining personal contact details, retreat participation, volunteering skills and Gift Aid eligibility. [You can read their policies on data protection here](#)
- We use Google for sharing of documents between volunteers, for online forms (google forms) and for email. Some personal data, not including sensitive data, may be stored there. [You can read their policies on data protection here.](#)
- We use SumUp for card processing. We do not enter details of our clients on SumUp, but details entered for payments are available to us. [You can read their privacy statement here.](#)
- We use the Co-op Bank for our financial transactions. We will enter details of anyone we pay on there to facilitate payments. [You can read their privacy statement here.](#)
- We use Paypal to accept donations. We do not enter details of our clients on PayPal, but details entered for payments are available to us. [You can read their privacy statement here.](#)

7. Our website

Our website, where you can register your details to book events, subscribe to our newsletter, or to sign up to our Membership Scheme, is hosted by WordPress, Please see the WordPress Privacy Policy [here](#).

Our website uses cookies which are small text files that are placed on your device to provide you with a better user experience when using our site. In general, cookies are used to retain

user preferences, store information for things like shopping carts, and provide anonymous tracking data to third-party applications such as Google Analytics, please see Google Privacy Policy [here](#). As a general rule, cookies will make your browsing experience better.

However, you may prefer to disable cookies on this and other sites. The most effective way to do this is to disable cookies in your browser. Consult the Help section of your browser or take a look at the [All about Cookies](#) website which offers guidance for managing cookies.

We also connect via Facebook - see their privacy notice [here](#), YouTube see their privacy notice [here](#), Twitter see their privacy notice [here](#).

8. How long do we keep your personal data?

We keep data in accordance with the guidance set out in our Data Retention Policy.

9. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which Land of Joy holds about you.
- The right to request that Land of Joy corrects any personal data if it is found to be inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary for Land of Joy to retain such data.
- The right to withdraw your consent to the processing at any time.
- The right to request that Land of Joy provides you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability).
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing.
- The right to object to the processing of personal data, (where applicable).
- The right to lodge a complaint with the Information Commissioner's Office.

10. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

Where and whenever necessary, we will seek your prior consent to the new processing.

11. Contact Details

The processing of data is overseen by the Trustees of Land of Joy Retreat Centre (Data Controller).

Regarding day-to-day data protection inquiries please contact us on info@landofjoy.co.uk.

The Trustees

Land of Joy
Greenhaugh Hall
Greenhaugh
Northumberland

NE48 1PP

You can contact the Information **Commissioner's Office** on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.