****

**Privacy Statement**

At Land of Joy, we respect your privacy and understand how important it is that your personal information remains secure.

We will not reveal information about you without your permission and will never disclose your attendance on a retreat unless we are required to do so for legal reasons or by the emergency services.

**Our Contact Details**

We hope that this statement answers any questions you may have regarding our care of your information, but if you have any further questions, please contact:

The Centre Director

director@landofjoy.co.uk

01434 240 412

Land of Joy, Greenhaugh Hall, Greenhaugh, HEXHAM, Northumberland NE48 1PP

# **What kind of personal information does Land of Joy collect about me?**

**Coming on retreat**

In order to complete your retreat booking we ask for the following information from you:

* Name
* Email address
* Phone number
* Gender identity
* Whether you have any specific needs relating to diet, physical and psychological health
* Your previous Buddhist knowledge / retreat experience
* Contact details for someone we can get in touch with, in the event of an emergency. Completed on arrival (see below)

We need this information in order to communicate with you about your booking and to help with room allocation. We do not collect sensitive information about you unless there is a clear reason for doing so, such as ensuring we meet specific needs you may have.

When you arrive at Land of Joy for a retreat you will be asked to fill in a registration form where we request details for an *emergency contact* and *passport number of non-UK citizens*. We need this information to ensure that we can fulfil our duty of care to you. This information is recorded in paper form and is securely disposed of at the end of the retreat. Please ensure that the emergency contact person you declare on your booking form is aware that you are attending a retreat with us and have given us their contact details.

If you are booking a personal retreat, we ask for some additional information relating to your practice and your physical and psychological health. We need this information to ensure that we can fulfil our duty of care to you.

**Donations**

In order to process your donation, we ask for the following information from you:

* Name
* Email address
* Whether we can apply for Gift Aid on your behalf. HMRC regulations require you to complete a form with name, full address.

We need this information in order to communicate with you about your donation and for financial auditing purposes.

**Newsletter Subscription**

In order to keep you updated with our regular Newsletter, we ask for the following information from you:

* Name
* Email address
* And your explicit consent to be contacted by email, post or telephone.

# **Who at Land of Joy has access to my data?**

**Retreat booking information**

The information we store on our booking system is accessed by our Centre Director, Spiritual Programme Coordinator (SPC) and Booking Manager. Some information is shared with other team members, such as the Household Manager, Kitchen Manager, the General Manager, the Finance Team, as required as part of their duties.

The information you provide regarding your previous retreat experience and any other practice-related needs is accessed by the SPC/Bookings Manager and teacher as necessary.

Other team members may retrieve information from the booking system as part of their duties, for example to access numbers of bookings, for future programme planning, or in the event of an emergency when next-of-kin contact details may be needed.

In addition, our IT support team have access to our systems in order to provide us with the support we need.

We ensure that any third party we employ has a robust privacy policy and that appropriate compliance contracts are in place.

All our team members – residential, non-residential and our IT support team – are aware of the importance of confidentiality and your right to privacy and receive appropriate training on this issue.

**Donation information**

Donation information is accessed by our Finance team as required as part of their duties, and our Stewardship team for the purpose of issuing thank you communications.

# **How we get personal information and why we have it**

Most of the information we process is provided to us directly by you for one, or more, of the following reasons:

* To inform you of news, events, volunteering opportunities, study programmes and services running at Land of Joy Retreat Centre and other affiliated FPMT centres.
* To administer our Branches of Joy Membership Scheme.
* To fundraise and promote the interests of the charity.
* To manage our team, contractors, and suppliers.
* To maintain our own financial accounts and records, including the processing of gift aid applications.
* To manage your food and accommodation when you attend a retreat or stay as a guest.

Land of Joy Retreat Centre complies with its obligations under 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.

# **Can I change my communication preferences?**

Every newsletter email we send includes a link to opt out of receiving future emails. If you opt out of receiving our communications at any point, we will record this request on our database. This will ensure that you do not receive any further communications from us, unless in relation to any retreat bookings or donations.

You can contact us at any time to notify us of changes such as a new address or email address. You can also let us know of any changes to your communications preferences by contacting The Centre Director, via email: director@landofjoy.co.uk, by phone: 01434 240 412, or by post: Land of Joy, Greenhaugh Hall, Greenhaugh, HEXHAM, Northumberland NE48 1PP.

# **Do you ever share my information with third parties?**

Your personal data will be treated as strictly confidential and will not be shared with anyone outside of Land of Joy Retreat Centre, unless you have given us explicit consent to do so.

**Use of student or user of the centre information for publicity purposes:**

Land of Joy does wish to be able to publicise general information regarding the centre. If a non-confidential situation arises that is deemed to be worthy of publicity, then wherever possible the permission of the student or guest will be sought in writing before the story is told to anyone else.

**Use of student or guest information for training purposes:**

Examples of situations may be used for training purposes but any details which enable identification to be made will be changed.

We will not sell or exchange your information. We may use other companies to provide services on our behalf. These are trusted partner organisations that work with us in connection with our charitable purposes. We only provide these partners with the information they need to deliver the required service. We ensure that any third party we employ has a robust privacy policy and that appropriate compliance contracts are in place. The third parties that we currently use are:

**Mailchimp** to store our mailing list data, making it easy for you to unsubscribe, or amend your personal data. Please see [Mailchimp’s Privacy Policy](https://mailchimp.com/legal/privacy/).

**Capsule CRM** to manage our database of supporters, donors, retreat participants, contractors and volunteers. Please see [Capsule CRM’s [Privacy Policy](https://capsulecrm.com/privacy/)](https://capsulecrm.com/privacy/).

**Quickbooks** to manage our profit and loss accounts. Please see [Quickbook’s Privacy Policy](https://www.intuit.com/privacy/statement/).

**Stripe** (via **GiveWP**) to manage the financial transactions from online donations for retreats and fundraising campaigns. Please see [Stripe’s Privacy Policy](https://stripe.com/gb/privacy) and [GiveWP’s Privacy Policy](https://givewp.com/privacy-policy/).

# **Our website**

Our website, where you can register your details to book events or to sign up as a Friend, is hosted by TSOHOST. Please see [TSOHost’s Privacy Policy](https://www.tsohost.com/legal/privacy-policy).

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. We track some activity using Google Analytics like number of site visits a day etc however, it is all anonymous and we capture no sensitive or identifiable information as outlined in GDPR.  As a 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](http://www.allaboutcookies.org/)[about Cookies](http://www.allaboutcookies.org/) website which offers guidance for managing cookies.

# **How is my payment information processed?**

**Online transactions**

If your booking and donation is processed through the Land of Joy website, we do not have access to your payment card details. These are processed by GiveWP, using Stripe payment infrastructure. You can access [GiveWP’s Privacy Policy](https://givewp.com/privacy-policy/) and [Stripe’s Privacy Policy](https://stripe.com/gb/privacy) here.

If you give consent for us to apply for Gift Aid, this is recorded on our database. We also keep a record of your name, address and consent for Gift Aid (if applicable) for 7 years for financial auditing purposes. This information is stored with our accounts in locked locations.

**Standing Order forms**

If you send us a Standing Order form by post, your form is stored by our Finance Department on our database for as long as your payments are active, after which point your data is removed.

# **How secure is the information I give you?**

Land of Joy takes the care of your data seriously and undertakes to protect your personal information by putting in place appropriate physical, electronic, and managerial procedures to safeguard and secure the data we collect.

In today’s cyber environment it is unfortunately not possible to completely guarantee against loss, misuse or alteration of data, for example in the event of a successful cyber-attack. However, should this scenario arise, we have a robust data breach notification procedure in place and will contact you as soon as possible giving full details of any data that has been compromised.

# **What is the legal basis for processing your personal data?**

* Explicit consent from you so that we can keep you informed via our newsletters about:
	+ Events, activities, study programmes and other services organised by Land of Joy Retreat Centre.
	+ Opportunities to participate in the development of Land of Joy Retreat Centre and other affiliated FPMT organisations, including volunteering and fundraising.
* When data processing is necessary to carry out legal obligations. This includes processing in relation to Gift Aid, under employment, social security or social protection law, tenancy agreements, and registration of residential guests.
* The legitimate interest condition is when we process your personal data for the purpose of complying with your request for:
* enrolment/registration for events, study programmes, personal retreat
* booking one of our rooms for venue hire
* administering your donation (including for the purpose of financial auditing)
* We may also contact you to inform you about products or services similar to that which 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.

# **Letters or emails**

* Any letters or printed emails will be kept securely.
* Any correspondence will usually be destroyed after 3 years. However, if a letter or email is received which gives thanks or encouragement then it may be kept.
* If a letter or email is received which we would like to use in publicity, we will seek the permission of the writer to ensure that they are happy for us to do this. Information about a student or guest will never be used for publicity purposes unless consent has been obtained.

# **Data Analysis**

* Data will be collected to assist in planning, marketing and supervision.
* Data collected will have the sole purpose of enabling us to evaluate and monitor the service we are offering and will not, under any circumstances, contain personal information.
* In some instances, Land of Joy may wish to make information available to public bodies and the media.
* If we wish to use your personal data for a new purpose, not covered by this Data Protection Statement, 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.

# **How long do we keep your personal data?**

**Retreat booking information**

The information you disclose in relation to your booking is held on our database to assist with your current booking, any future bookings and to comply with our insurance obligations. Further information is available on request. Building up historic information on the retreats you have attended helps us fulfil our duty of care to you and make your stay more enjoyable.

**Donation information**

Your donation information is held on our financial accounting system for financial auditing and Gift Aid purposes. To maintain legal requirements, financial records are kept for 7 years after the transactions are made.

# **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:

* to request a copy of the personal data which Land of Joy Retreat Centre holds about you
* to request that Land of Joy Retreat Centre corrects any personal data if it is found to be inaccurate or out of date
* to request your personal data is erased where it is no longer necessary for Land of Joy Retreat Centre to retain such data
* to withdraw your consent to the processing at any time
* to request that Land of Joy Retreat Centre 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)
* 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
* to object to the processing of personal data (where applicable)
* to lodge a complaint with the Information Commissioner's Office

# **Who can I contact for further information?**

If you have any concerns about our use of your personal information, you can make a complaint by contacting The Centre Director, via email: director@landofjoy.co.uk, by phone: 01434 240 412, or by post: Land of Joy, Greenhaugh Hall, Greenhaugh, HEXHAM, Northumberland NE48 1PP.

You can also 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.

# **This document was last reviewed on: 1st March 2022**