

USE & PROTECTION OF DATA PROVIDED BY GUESTS *to the* FINDHORN FOUNDATION

What personal data does the Findhorn Foundation collect about me when I book a workshop?

For online booking we ask for your:

- Name, address, phone number, email address, nationality
- Date of birth, gender identity
- Whether you have any specific needs relating to a disability or health condition
- Your previous workshop and course experience with the Findhorn Foundation or Findhorn College

We use this information to communicate with you about your booking, determine your visa status, allocate rooms and support your health. This information is stored in a secure database.

For some workshops we ask for additional information or a personal statement to assist us in assessing our duty of care responsibilities and to enable us to perform our contractual obligations.

What information does the Findhorn Foundation collect about me when I arrive and register?

When a workshop starts you will be asked to fill in a paper registration form, giving:

- Name, date of birth
- Nationality, passport number (if non-UK)
- For conferences and events we may ask for your car registration number
- Medical information which would be helpful for us to know about
- Special dietary needs and food allergies
- Contact details for someone we can get in touch with in the event of an emergency.

This information is used by the facilitators and kitchen team to fulfil our contractual obligations and our duty of care responsibilities. It is recorded on paper so it is rapidly accessible, and is disposed of after the workshop.

What personal information does the Findhorn Foundation collect about me when I make a financial contribution?

To process a donation we ask for your name, address, phone number and email address. We use this information to communicate with you about your donation and for financial auditing purposes.

How is online payment information processed?

If your payment or donation is made through the Findhorn Foundation website we do not have access to your payment card details. These are processed by [Sage Pay](#).

If you are making a payment via our donations page, payments are processed by Paypal. Continuous donations to the Network of Friends are processed by [Blackbaud](#).

Our database also keeps a record of consent given by United Kingdom taxpayers to apply for Gift Aid.

How are offline payments processed?

Telephone and paper based credit or debit card transactions are handled by trained and authorised staff. Your payment details are securely disposed of after the transaction is completed. We keep a paper record of your name, address and consent for Gift Aid (if applicable) for 7 years for financial auditing purposes. These documents are securely stored.

Who at the Findhorn Foundation has access to my data?

Booking data is used by the bookings team and the finance department. It is shared with the course faculty (and external facilitators when necessary) so they can perform their duties in the delivery of programmes and courses.

Donation information is used by our finance and fundraising teams to implement donations and stay in touch with donors.

Our IT workers, who are trained to respect your right to privacy, have access to the systems where your data may be stored to keep them running smoothly.

How is my information used to keep me up-to-date with Findhorn Foundation news and activities?

We will send emails about news, activities or fundraising if you have opted in to each category. If you have not opted in yet, you can [join our mailing lists](#).

What if I want to change my communications preferences at a later date?

You have the right to unsubscribe from Findhorn Foundation communications. Every email message we send includes a link to opt out of future emails. You can also [contact us](#) to change your address or email address.

Do you ever share my information with third parties?

We do not disclose your personal data to third parties, except in certain circumstances. Please read the Foundation's [Privacy Policy](#) for more details.

How long will you keep my information?

We are legally required to keep records of financial transactions for seven years for accountancy and audit purposes.

The personal data you provide on the booking form is held indefinitely on our database to assist future bookings and to help the Foundation maintain a comprehensive historical archive of its programmes and activities. Building a record of the courses you have attended helps us to carry out our contractual obligations and fulfil our duty of care responsibilities to you.

Personal statements and other information is stored in Gmail for up to 7 years. Paper copies are routinely destroyed after 12 months. During that time they will be stored in a secure location. Occasionally we may need to hold some information for longer when there is a duty of care issue.

Your donation information (except credit or debit card details) is held on our secure accounting database for financial auditing purposes and so that we can keep a record of your support for us and meet regulatory requirements. Donations made online are also recorded in our website's secure database.

The right to be forgotten

At your request, we will remove and destroy all your personal data except records of financial transactions we are legally required to retain or other personal data which may need to be retained for authorised legal or regulatory purposes. The record of courses you have attended will be lost. In such a situation, if you wish to attend a Findhorn Foundation or Findhorn College programme at a later date, and you are unable to provide proof of earlier attendance on one or more of our programmes we will be obliged to treat your request as if you were a first time visitor.

Contact us to [request removal of your data](#).

If you have had an experience or have a concern regarding the way in which our organisation has handled your data and would like to make a complaint then please contact complaints@findhorn.org and we will get back to you as soon as possible.

If you have done this and still do not feel that we have addressed your concerns, please contact the [Information Commissioner's Office](#) or call the helpline on 0303 123 1113.