PRIVACY POLICY

Use and protection of data provided by participants to Findhorn Live as part of the Findhorn Foundation. This Privacy Policy governs your access to and use of Findhorn Live, including any content, functionality and services offered by Findhorn Live.

WHAT PERSONAL DATA DOES FINDHORN LIVE AS PART OF THE FINDHORN FOUNDATION COLLECT ABOUT ME WHEN I BOOK A LIVESTREAM EVENT?

FOR ONLINE BOOKING AND PAYMENT WE COLLECT YOUR:

- Name provided by client
- Client email address
- Nationality
- PayPal Receipt number

We use this information to communicate with you about your booking, send you a confirmation email with your unique event password. This information is stored in a secure database.

For some online events we may ask for additional information to assist us in assessing our duty of care responsibilities and to enable us to perform our contractual obligations. The additional materials are kept in a secure file during your workshop and then disposed of securely.

WHAT INFORMATION DOES FINDHORN LIVE AS PART OF THE FINDHORN FOUNDATION COLLECT ABOUT ME WHEN I REGISTER FOR A LIVE EVENT?

ONCE A LIVESTREAM STARTS VIA OUR STREAMING VIDEO PROVIDER, WE COLLECT YOUR:

- Name provided by client
- Client email address
- Nationality
- Country, region and city client is viewing from

This information is used by the team to fulfil our contractual obligations and our duty of care responsibilities. It is not recorded on paper, however it kept securely within online databases.
HOW IS ONLINE PAYMENT INFORMATION PROCESSED?

If your payment is made through the Findhorn Live website page we do not have access to your payment card details. These are processed by PayPal.

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 FINDHORN LIVE (as part of the findhorn foundation) HAS ACCESS TO MY DATA?

Online booking data is used by the Findhorn Live team and the finance department.

Our IT workers, who are trained to respect your right to privacy, have access to the systems where your data may be stored in order to keep software systems are maintained.

HOW IS MY INFORMATION USED TO KEEP ME UP-TO-DATE WITH FINDHORN LIVE EVENTS AND NEWS?

We will occasionally send emails about Findhorn Live events. You can unsubscribe at any time.

We are committed to keeping your email address confidential. We do not sell, rent or lease your data or our subscription lists to third parties, and will not disclose your email to any third parties except in the section titled Disclosure of Your Information.

WHAT IF I WANT TO CHANGE MY COMMUNICATIONS PREFERENCES AT A LATER DATE?

You have the right to unsubscribe from Findhorn Live communications. Every marketing email message we send includes a link to opt out of receiving future emails. You can also email us anytime at findhorn.live@findhorn.org to change your preferences or email address.

DO YOU EVER SHARE MY INFORMATION WITH THIRD PARTIES?

We do not give any of your personal data to third parties.
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 when booking online is held indefinitely on our database to assist future bookings, and to help the Findhorn Live maintain a comprehensive historical archive of its programs 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.

DISCLOSURE OF YOUR INFORMATION

As a general rule, we do not sell, rent, lease or otherwise transfer any data collected whether automatically or through your voluntary action.

We may disclose your personal data to our subsidiaries, affiliates and service providers for the sole purpose of providing services to you.

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 events you have purchased will be lost. If you book a new online event with Findhorn Live at a later date, we will re-start the booking process. Contact us here or at findhorn.live@findhorn.org to request removal of your data.

If you are unhappy with our organisation's data practices and would like to make a complaint, then please email findhorn.live@findhorn.org. 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.