

# Rivendell Privacy Policy

## PRIVACY STATEMENT

### Privacy

Rivendell is firmly committed to protecting your privacy and aim to be clear with you when we collect your information and use it only as you would reasonably expect. If you have any questions concerning our privacy policy that are not addressed here, please contact us.

Data Controller: Nagasiddhi

Rivendell, Chilles Lane, High Hurstwood, East Sussex, TN22 4AB

[info@rivendellretreatcentre.com](mailto:info@rivendellretreatcentre.com)

### Information collection and use

#### Booking details

Everyone who comes on an event at Rivendell is required to fill in a booking form. We require this information in order to contact you and to manage the event. Your information is regarded as confidential and is only shared with members of the team as necessary. We store your booking details securely on our online bookings system for up to three years after the event.

#### Email database

Rivendell holds a simple database, which we use to send infrequent emails, for example to let you know about upcoming events, fundraising for particular projects, or volunteer or job opportunities. However, we will only do so if you have given us your consent. We keep your contact information until you inform us that you no longer wish us to do so. You can unsubscribe at any time by contacting us.

#### Email communication management system

We use MailChimp as our email communication/marketing automation platform. By continuing to remain on our membership database, you acknowledge that the information you provide will be transferred to MailChimp for processing in accordance with their Privacy Policy and Terms.

## How we use your information

We will only use your information where we have a legal basis to do so and will always respect your rights. Where we use your information, it may be because you have consented to us doing so or because we consider we have a legitimate interest to do so, in order to pursue our charitable purpose.

### Examples of data use:

- To respond to or fulfil any requests, complaints or queries you make to us. We will use the information you give to us to handle your enquiry or request. This may include responding to your query or feedback, or sending you relevant information. We may also keep a record of conversations we have with you and feedback you provide. This can help us to handle queries more efficiently.
- To provide you with information and support for any events, fundraising activities or volunteering opportunities you sign up to. If book or enquire about an event or activity we will consider this as a request to send you details about the event, activity or opportunity.
- To send you publicity communications by email where you have consented.
- To manage your contact preferences.

## Use of cookies

[www.rivendellretreatcentre.com](http://www.rivendellretreatcentre.com) uses cookies to store visitors' preferences and to record session information. This data is used solely to manage the website, track usage and improve our website services and does not identify the user personally.

## Correcting, updating or removing personal information

If you wish to modify or remove any of your personal information at any time, please contact us using [bookings@rivendellretreatcentre.com](mailto:bookings@rivendellretreatcentre.com). You can also request that we give you a copy of the data referring to you which we hold.

## Sharing and disclosure of information we collect

We will never sell or trade your personal data or disclose your personal information to any third party unless we believe that disclosure is necessary:

- To conform to legal requirements
- To protect our rights
- To protect the safety of members of the public or those attending Rivendell Buddhist Retreat Centre
- The server that hosts this website is situated in the United States, so your data may be transferred outside the EEA. We are satisfied however that the US however provides appropriate safeguards which include the EU-US Privacy-Shield framework

We will only ever share your data in other circumstances if we have your explicit and informed consent.

## Your rights

The GDPR provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- The right to withdraw consent
- Rights in relation to automated decision making and profiling.

To exercise any of your rights, please contact us at [info@rivendellretreatcentre.com](mailto:info@rivendellretreatcentre.com) addressing the Data Controller.

You can find out more about your rights from the Information Commissioner, who regulates data protection and privacy. The Information Commissioner's website is [www.ico.org.uk](http://www.ico.org.uk)

## Changes to this policy

We may change this Privacy Policy from time to time. If we make any significant

changes in the way we treat your personal information we will make this clear on our website and/or by contacting you directly