

Use and protection of data provided by participants to the Findhorn International Centre for Sustainability (FICS) and the Findhorn Foundation.

What personal data does FICS/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

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. The additional materials are kept in a secure file during your workshop and then disposed of securely.

What information does FICS/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)
- Medical information it 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 securely disposed of at the end of the workshop.

What personal information does FICS/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](#). You may choose to have your payment processed by [Paypal](#).

Our database 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/FICS 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 facilitators 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 FICS news and activities?

We will send emails about news, activities, or 'save-the-date' opportunities. If you haven't opted in for our emails yet, you can do so [here](#).

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

You have the right to unsubscribe from FICS communications. Every email message we send includes a link to opt out of receiving future emails. You can also email fics@findhorn.org to change your address or email address.

Do you ever share my information with third parties?

We do not give your personal data to third parties. If you take a course with a leader who is not FICS or Findhorn Foundation staff, we will ask your permission before sharing your information with the leader.

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 (except additional information and personal statements specific to a single workshop, which are destroyed immediately after the workshop) is held indefinitely on our database to assist future bookings, and to help the Foundation 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.

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. If you come back to FICS at a later date, we will re-start the booking process and, if necessary, ask you to provide us with your previous workshop experience. Contact us [here](#) 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 enquiries@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.