

Sharpham Trust Privacy Notice

This document updated: May 22, 2018

Here at The Sharpham Trust, we work with people's personal information - and we always respect that data.

What is this document?

This is The Sharpham Trust's Privacy Notice, which sets out in detail how we control and process data.




This document answers the following questions, in a legible way (although there has to be some legal language too):

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We use this document to comply with data and privacy rulings under the General Data Protection Regulations, made EU law in May 2018.

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Who is collecting the data?




The Sharpham Trust is a registered charity and company and we:

- Offer and run retreats and courses
- Offer and run events
- Operate Sharpham Meadow Natural Burial Ground
- Host weddings
- Hire out Sharpham House and grounds to other organisations
- Operate volunteering schemes
- Operate the holiday home The Bathing House
- Operate the Point Field campsite
- Receive donations and gifts in memory
- Sell books online

To do the above, we collect & store people's personal information and data. Here are our details:

Data controller/processor name and contact details		Data Protection Officer	
Name	The Sharpham Trust	Name	Katie Tokus
Address	Sharpham House, Ashprington, Totnes, Devon, UK, TQ9 7UT	Address	Sharpham House, Ashprington, Totnes, Devon, UK, TQ9 7UT
Email	admin@sharphamtrust.org	Email	marketing@sharphamtrust.org
Telephone	01803 732055	Telephone	01803 732708

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What data is being collected, how will it be used, where is it and who sees it?

We collect and store a range of data – especially if you are coming to stay on retreat, volunteering or doing an 8-week mindfulness course with us.

We also collect data so we can send you relevant communications via e-newsletters or by post.

If you're employed or contracted by us, we also collect and store personal data.

The data we collect when:	What data is collected?	How will it be used?	Where is it stored and who else sees it?
You sign up for e-communications	<ul style="list-style-type: none"> • First and last name • Postcode • Your phone number • Email address • Age bracket • Gender • Your email preferences • Your IP address 	To send you relevant emails	<ul style="list-style-type: none"> • Mailchimp, our e-newsletter platform based in the USA • our cloud storage system Google Drive and in our email system Gmail, both based in USA
You sign up to our alert lists for last minute vacancies on retreats, courses and events	<ul style="list-style-type: none"> • First and last name • Email address • Phone number • Gender 	To alert you to last-minute spaces on our retreats, courses and events	<ul style="list-style-type: none"> • Our secure booking engine Retreat Guru, based in Canada
You stay on retreat in Sharpham House, Woodland, at The	<ul style="list-style-type: none"> • First and last name • Address • Age bracket • Gender 	To administer your purchase of a retreat, to record any donor information, to build a	<ul style="list-style-type: none"> • Our secure booking engine Retreat Guru, based in Canada

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The data we collect when:	What data is collected?	How will it be used?	Where is it stored and who else sees it?
Barn or in The Kuti, or do an 8-week course with us	<ul style="list-style-type: none"> • Credit card details • Whether you've agreed to subscribe to our mailing list • Whether you've donated to us and if you've agreed to Gift Aid that donation • Your purchase history 	picture of our customers	
	<ul style="list-style-type: none"> • First and last name • Postcode • Age • Gender • Occupation • Phone numbers • Email address • Retreat choice and start date • How you heard about our retreats • Your experience of meditation and mindfulness • Whether you've been on a Sharpham retreat or course before and what's drawn you here • An emergency contact name and number • The name and number of your doctor • Details of prescribed medicine, if applicable • Your dietary needs and any allergies you may have 	To understand your needs fully in order to look after you in the right way while you're in our care.	<ul style="list-style-type: none"> • Our secure online booking form in Google Drive, based in USA • Our mindfulness retreat leaders & teachers

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The data we collect when:	What data is collected?	How will it be used?	Where is it stored and who else sees it?
	<ul style="list-style-type: none"> • Whether you have any mobility/medical needs that might influence your room choice or affect your participation in our courses • Whether you've had recent, disturbing life events • Whether you're dependent on alcohol or non-prescribed drugs (and which ones) • Whether you've been diagnosed with a mental health issue • Whether you've had any recent experience of clinically diagnosed depression/anxiety or other diagnosed psychiatric illness such as bipolar disorder, psychosis or borderline personality disorder/personality disorder – and if so, the details • Any details of mental health challenges • Whether you've attempted suicide in the last 2 years • Whether you're supported by a mental health care practitioner, counsellor or psychotherapist, and their contact details • If you've spoken to a mental health care practitioner to help you decide if a mindfulness retreat is right for you at this time 		

The data we collect when:	What data is collected?	How will it be used?	Where is it stored and who else sees it?
You fill out a retreat/course/event feedback form	<ul style="list-style-type: none"> • Your name (optional) • Email address • Age • Gender • Occupation • Postcode 	To add your name and email address to our mailing list (if you've agreed) and to take on your comments to improve our future offers and to build a picture of our customers	<ul style="list-style-type: none"> • Stored on paper in the West Wing offices and some data transferred to Mailchimp, our e-newsletter platform based in the USA. • Our mindfulness teachers, retreat & event leaders see this information
You buy a 1-day Introduction to Mindfulness course	<ul style="list-style-type: none"> • First and last name • Address • Age bracket • Gender • Credit card details • Whether you've agreed to subscribe to our mailing list • Whether you've donated to us and if you've agreed to Gift Aid that donation • Your purchase history 	To administer your purchase of a course, to record any donor information, to build a picture of our customers	
You purchase and participate in one of our events	<ul style="list-style-type: none"> • First and last name • Address • Age bracket • Gender • Credit card details • Whether you've agreed to subscribe to our mailing list 	To administer your purchase of an event, to record any donor information, to build a picture of our customers	<ul style="list-style-type: none"> • Our secure booking engine Retreat Guru, based in Canada

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The data we collect when:	What data is collected?	How will it be used?	Where is it stored and who else sees it?
	<ul style="list-style-type: none"> • Whether you've donated to us and if you've agreed to Gift Aid that donation • Your purchase history 		
<p>You buy a plot at Sharpham Meadow Natural Burial Ground</p>	<ul style="list-style-type: none"> • First and last name • Address • Age bracket • Gender • Credit card details • Whether you've agreed to subscribe to our mailing list • Whether you've donated to us and if you've agreed to Gift Aid that donation • Your purchase history 	<p>To administer your purchase of a plot, to record any donor information, to build a picture of our customers</p>	<ul style="list-style-type: none"> • Our secure booking engine Retreat Guru, based in Canada
	<ul style="list-style-type: none"> • First and last name and date of birth of purchaser of grave right • Name, date of birth and gender of the deceased • Purchaser's relationship to the deceased • Address • Postcode • Phone number • Signature • Details of the plot and plot fees 	<p>To carry out the burial contract, to adhere to burial law</p>	<ul style="list-style-type: none"> • Digital forms stored in our cloud storage system Google Drive based in USA, and paper forms secured in our West Wing Offices

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The data we collect when:	What data is collected?	How will it be used?	Where is it stored and who else sees it?
	<ul style="list-style-type: none"> • Contact details of the funeral director used • Date, day and time of interment • Details to be put on gravestone, if applicable: first name, last name, date of birth and date of death of deceased 		
When we host your wedding	<ul style="list-style-type: none"> • First and last name • Address • Age bracket • Gender • Credit card details • Whether you've agreed to subscribe to our mailing list • Whether you've donated to us and if you've agreed to Gift Aid that donation • Your purchase history 	To administer your wedding, to record any donor information, to build a picture of our customers	<ul style="list-style-type: none"> • Our secure booking engine Retreat Guru, based in Canada
	<ul style="list-style-type: none"> • First and last name of hirers and wedding couple • Address • Postcode • Phone number • Signature • Date of the wedding • Details of the wedding 		<ul style="list-style-type: none"> • Digital forms stored in our cloud storage system Google Drive based in USA, and paper forms secured in our West Wing Offices

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The data we collect when:	What data is collected?	How will it be used?	Where is it stored and who else sees it?
	<ul style="list-style-type: none"> Any sub-contractors used 		
When you enquire about hiring Sharpham House	<ul style="list-style-type: none"> First and last name Your phone numbers Email address Name of your organisation or group Your group's website address Dates and capacity of your planned hire Where you've run retreats/events in the past Whether you've stayed here before Any special requirements How you heard about us 	To tailor an offer to your particular needs, to build a picture of our prospective customers	<ul style="list-style-type: none"> Our secure booking engine Retreat Guru, based in Canada
When you hire Sharpham House	<ul style="list-style-type: none"> First and last name Your phone numbers Email address Name of your organisation or group Credit card details Dates and capacity of your hire Your purchase history 	To administer your hire, to build a picture of our customers	<ul style="list-style-type: none"> Our secure booking engine Retreat Guru, based in Canada
	<ul style="list-style-type: none"> First and last name Invoice address Your phone numbers 	To administer your hire, to build a picture of our customers	<ul style="list-style-type: none"> Digital forms stored in our cloud storage system Google Drive based in USA, and paper forms secured in our West Wing

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The data we collect when:	What data is collected?	How will it be used?	Where is it stored and who else sees it?
	<ul style="list-style-type: none"> Email address Your signature Name of your organisation or group Dates and capacity of your hire 		Offices
	<ul style="list-style-type: none"> First and last name Postcode Your phone number Email address Age bracket 	To send you relevant emails	<ul style="list-style-type: none"> Mailchimp, our newsletter platform, based in USA
You volunteer with us	<ul style="list-style-type: none"> First and last name Address Postcode Your phone number Email address Details of any physical or mental health issues Any medical information Emergency contact details 	To understand your needs fully in order to look after you in the right way while you're in our care.	<ul style="list-style-type: none"> Digital forms stored in our cloud storage system Google Drive and in our email system Gmail, both based in USA, and paper forms secured in our West Wing Offices Volunteer team leaders see this information
	<ul style="list-style-type: none"> First and last name Postcode Your phone number 	To send you relevant emails	<ul style="list-style-type: none"> Mailchimp, our newsletter platform, based in USA

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The data we collect when:	What data is collected?	How will it be used?	Where is it stored and who else sees it?
	<ul style="list-style-type: none"> Email address Age bracket 		
<p>You purchase camping at Point Field</p>	<ul style="list-style-type: none"> First and last name Your phone numbers Email address Credit card details Your purchase history Whether you've subscribed to our e-newsletter 	<p>To administer your camping, to build a picture of our customers</p>	<ul style="list-style-type: none"> Our secure booking engine Retreat Guru, based in Canada
<p>You donate to us or give in memory</p>	<ul style="list-style-type: none"> First and last name Address Postcode Your phone numbers Email address Credit card details Your purchase history Whether you want to Gift Aid your donation Any message you leave Whether you've subscribed to our e-newsletter 	<p>To administer your donation and record donor information, to build a picture of our donors</p>	<ul style="list-style-type: none"> Our secure booking engine Retreat Guru, based in Canada
<p>You donate to The</p>	<ul style="list-style-type: none"> Your title 	<p>To send relevant emails</p>	<ul style="list-style-type: none"> Mailchimp, our newsletter platform,

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The data we collect when:	What data is collected?	How will it be used?	Where is it stored and who else sees it?
Sharpham Trust	<ul style="list-style-type: none"> • Initials and last name • Address • Postcode • Your phone number • Email address • Occupation/job title 		based in USA
You buy a book from us	<ul style="list-style-type: none"> • Your title • First and last name • Address • Postcode • Your phone number • Email address • Gender • Age • Credit/debit card details • Whether you want to subscribe to our newsletter 	To administer your purchase and record donor information, to build a picture of our customers	<ul style="list-style-type: none"> • Our secure booking engine Retreat Guru, based in Canada

What is the lawful basis for processing your data?




Under the laws of GDPR, we have to declare a valid lawful basis for processing your data.

Different lawful bases apply in different contexts.

When we are processing what's known as Special Category Data (this includes your mental and physical health data), we have to have additional lawful bases.

Context	Lawful basis	Additional lawful basis (<i>when applicable</i>)
When you sign up for our emails	Article 6(1)(a) - consent	
When we send you VIP invitations, promotions and our Annual Report or ask you to become a donor, and when you donate	Article 6(1)(f) - legitimate interests	
When you go on our Alert List	Article 6(1)(b) - contract	
When you buy a retreat or course and fill in our booking form	Article 6(1)(b) - contract	Article 9(2)(a) - explicit consent Article 9(2)(c) - vital interests Article 9(2)(d) - legitimate activities of a not-for-profit body
When you buy an event from us, or host your wedding or hire The Bathing House	Article 6(1)(b) - contract	

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When you fill in a feedback form	Article 6(1)(a) - consent	
When you hire Sharpham House	Article 6(1)(b) - contract	Article 9(2)(a) - explicit consent Article 9(2)(c) - vital interests Article 9(2)(d) - legitimate activities of a not-for-profit body
When you become a volunteer with us	Article 6(1)(b) - contract	Article 9(2)(a) - explicit consent Article 9(2)(c) - vital interests Article 9(2)(d) - legitimate activities of a not-for-profit body
When we store your data and communicate with you because you're a staff member, contractor, tenant or Trustee	Article 6(1)(b) – contract Article 6(1)(c) - legal obligation	Article 9(2)(a) - explicit consent Article 9(2)(b) - necessary for employment law Article 9(2)(c) - vital interests Article 9(2)(d) - legitimate activities of a not-for-profit body
When we analyse your data in Google Analytics	Article 6(1)(f) - legitimate interests	
When you enquire about or purchase a burial plot	Article 6(1)(b) - contract Article 6(1)(c) - legal obligation	




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The conditions for processing Special Category data

If we want to process sensitive personal data, we can only do so if we can satisfy at least one of the following conditions (listed in Article 9(2) of the GDPR) in relation to that sensitive personal data:

1. **Explicit consent** – the data subject whom the sensitive personal data is about has given explicit consent to the processing (unless reliance on consent is prohibited by EU or Member State law)
2. **Employment, social security or social protection laws** – processing is necessary for carrying out obligations under employment, social security or social protection law, or a collective agreement providing for appropriate safeguards for the fundamental rights and the interests of the data subject
3. **Vital interests** – processing is necessary to protect the vital interests of the data subject or another person where the data subject is physically or legally incapable of giving consent
4. **NFP** – processing is carried out by a not-for-profit with a political, philosophical, religious or trade union aim provided the processing relates only to members or former members (or those who have regular contact with it in connection with those purposes) and provided there is no disclosure to a third party without consent
5. **Public** – processing relates to personal data manifestly made public by the data subject
6. **Legal matters** – processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity;
7. **Public tasks** – processing is necessary for reasons of substantial public interest, on the basis of EU or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject
8. **Medical purposes** – processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of EU or Member State law or pursuant to a contract with a health professional (provided that professional is subject to the obligation of professional secrecy under EU or Member State law) or by another person also subject to an obligation of secrecy under EU or Member State law
9. **Public health** – processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices, on the basis of Union or Member State law which provides for suitable and specific measures to safeguard the rights and freedoms of the data subject, in particular professional secrecy or
10. **Archiving, research or statistical purposes** – processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes based on EU or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

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Will your data be shared with any third parties?

In order to offer and run retreats, courses and events, to hire Sharpham House and offer weddings and operate natural burials, we have to share your personal data with 3rd parties, some of whom are in a different country.

We don't sell or share your data with anyone else.

We have contracts in place with the 3rd parties to whom we transfer your data.

Who we share your data with	Where the data goes	Why?
Mailchimp – our newsletter platform	USA	To be able to send email communications
Retreat Guru – our bookings system	Canada	To be able to sell retreats, courses and events online, to administer the hire of Sharpham House and weddings. To store customer data and purchase history.
Pagely – a web-hosting system used by Retreat Guru	USA	Our booking system runs with the use of this technology
Amazon Web Servers – webspace used by Retreat Guru	USA	Our booking system runs with the use of this technology
Mandrill – a cloud email service	USA	Our booking system runs with the use of this technology
Google Drive	USA	This is where we store our booking forms and our business operations

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Who we share your data with	Where the data goes	Why?
Gmail	USA	This is our email platform for Sharpham Trust businesses
Mindfulness teachers and leaders		They need to see your personal data in order to work within your needs
Event leaders		They see the information you put on feedback forms, which might include your name and email address

How your data is protected when it is transferred abroad

Because personal and Special Category data is to be transferred to countries or territories outside the European Economic Area, we have to give you details of how the data will be protected.

Who we share your data with	Where the data goes	How your data is protected
Mailchimp – our newsletter platform	USA	We have agreed the MailChimp Data Processing Addendum.pdf which includes the provision of security measures and an adequate level of protection for the rights of data subjects under the EU-US Privacy Shield framework.
Retreat Guru – our bookings system	Canada	We have an EU model contract in place, to ensure that there is an adequate level of protection for the rights of data subjects.
Pagely – a web-hosting system used by Retreat Guru	USA	We have an EU model contract in place, to ensure that there is an adequate level of protection for the rights of data subjects.
Amazon Web Servers – webspace used by Retreat Guru	USA	We have an EU model contract in place, to ensure that there is an adequate level of protection for the rights of data subjects.
Mandrill – a cloud email service	USA	We have an EU model contract in place, to ensure that there is an adequate level of protection for the rights of data subjects.
Google Drive/Gmail/Google Analytics	USA	We have agreed Google’s Data Processing Agreement, which includes Google’s certification under the EU-U.S. and Swiss-U.S. Privacy Shield Frameworks.

You can get copies of the relevant safeguards we use by emailing marketing@sharphamtrust.org




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How long will the data be stored for?

We have different retention rates for different data that we store and we are still deciding these throughout the organisation. However, we can say that the following applies:




What data?	How long we keep it
Your subscription in Mailchimp	Until you unsubscribe or ask us to delete your details
Your customer data in our booking system	End of customer relationship (tbc)
Your booking form data	For seven years (tbc)
Feedback form data	For five years (tbc)
Website analytics data	In perpetuity
Volunteer data	For five years (tbc)
Alert list data	(tbc)
Residential hire data	For five years (tbc)
Weddings data	For five years (tbc)

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What data?	How long we keep it
Burials	For 50 years (tbc)
Donation data	In perpetuity
Employee data	For six years post-employment (tbc)
Contractor data	For five years (tbc)
Tenant data	For five years (tbc)

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Sharpham House, Ashprington, Totnes, Devon, UK, TQ9 7UT
Tel: 01803 732055
Company No. 1659601. Charity No. 285767

What rights does the individual have?

Under data protection laws, data subjects (individuals) have the following rights regarding the processing of their data.

1. The right to be informed - *about the collection and use of your personal data*
2. The right of access – *to your personal data*
3. The right to rectification - *to have inaccurate personal data rectified, or completed if it is incomplete*
4. The right to erasure - *for individuals to have personal data erased*
5. The right to restrict processing - *to request the restriction or suppression of personal data*
6. The right to data portability - *allowing individuals to obtain and reuse their personal data for their own purposes across different services*
7. The right to object - *to the processing of their personal data in certain circumstances*
8. Rights in relation to automated decision-making and profiling – *where data decisions are made by algorithms not humans*

Those rights change depending under which lawful basis their data is processed.

For further information about an individual's rights under GDPR, see here:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

How can you make a Subject Access Request or raise a complaint?

In many circumstances, you have the right to get a copy of your data that we collect and store that is held about you.

Asking for this is known as a Subject Access Request.

If you want to make a Subject Access Request or raise a complaint about how your data is treated by The Sharpham Trust, you must apply in writing.




One way to do this is by using our Subject Access Request form, which can be downloaded from our website here:

www.sharphamtrust.org/about-us/the-trust/data-policy

You can also email Katie Tokus, Marketing and Communications Officer, marketing@sharphamtrust.org

Find out how to request your personal information here: <https://ico.org.uk/for-the-public/personal-information/>

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