Use and protection of data provided by guests to the Erraid community

What personal data does the Erraid community collect about me when I book one or more weeks?
For online booking we ask for your:
- Name, address, phone number, email address
- 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 us or Findhorn Foundation
- Medical information it would be helpful for us to know about
- Special dietary needs and food allergies
- Animal allergies
- Contact details for someone we can get in touch with in the event of an emergency.
- A short introduction of yourself

We use this information to communicate with you about your booking, allocate rooms and support your health. 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 the Erraid community collect about me when I arrive?
When a week starts you will be asked the following:
- Special dietary needs and food allergies, animal 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 a noteboard in the kitchen so it is rapidly accessible, and is wiped clean at the end of the week.

What personal information does the Erraid community 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.

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.

Who at the Erraid community has access to my data?
Booking data is used by the bookings focaliser and the accounts focaliser.
Donation information is used by the accounts focaliser and PR focaliser to implement donations and stay in touch with donors.
The IT workers at the Findhorn Foundation, 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 the Erraid community and Findhorn Foundation news and activities?
We will send emails about news, activities or fundraising if you have opted in to each category. If you haven't opted in 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 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 give your personal data to third parties. If you take a course with a leader who is not a member of the Erraid community, 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 booking forms are deleted once you have left.
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 visit the Erraid community at a later date, we will re-start the booking process and. 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 erraid@live.co.uk. 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.