**SHREE SHIVKRUPANAND SWAMI TRUST UK**

**OUR PRIVACY PROMISE**

We are committed to protecting the privacy of our supporters. We take your privacy seriously and treat all the information you give us with great care.

We value and respect all the people whose support helps us to carry out our mission to spread Samarpan Meditation throughout the UK. Your help and involvement serves to create the foundation that will ensure this work will continue to grow and will help to keep it alive not only for this generation but also for future generations.

Our [Privacy Policy](#Privacypolicy) explains how we collect, store and use the personal information you give to us. If you have any questions concerning your personal data and how we look after it then please contact us ([details below](#contact)).

Alternatively if you would like to update how you would like to hear from us; please use our [subscription form](https://www.samarpanmeditationuk.org/privacy) that you can complete on the website [www.samarpanmeditationuk.org](http://www.samarpanmeditationuk.org) or download and post to us ([details below](#contact)).

As a data controller we fully comply with the Data Protection Act 1998, the Privacy and Electronic Communications (EC Directive) Regulations 2003, The Data Protection Act May 2018, and the proposals of both the House of Commons and the House of Lords in their data protection bills of 2017-2019 in relation to the General Data Protection Regulations (GDPR) and other relevant legislation.

**WE PROMISE:**

* to be clear about why we need to collect your personal information and what we are going to use it for;
* to make it easy for you to tell us how you would like us to keep in touch;
* to only collect the information we need to make sure we deliver the best service;
* to never sell or share your personal information, or let other organisations use it for marketing;
* to take good care of your personal information, and make sure it is up to date, safe and secure at all times; and
* to make sure that any suppliers or partners who carry out work on our behalf meet the same high standards that we adhere to when handling your personal information.

Our registered Charity Number is: EW19986

**OUR PRIVACY POLICY**

Protecting your privacy is important to us. The following statement will help you understand how Samarpan Meditation UK (Shree Shivkrupanand Swami Trust UK) collects and safeguards your personal information.

**POLICY OVERVIEW**

**According to the requirements of the Data Protections Act 1998 we will only process any data we hold about you in a lawful and fair manner. We will keep your data securely to prevent unauthorised access by third parties. Your personal data may have to be disclosed if we are required to disclose it by law; or as a result of a lawful request by a governmental or law enforcement authority.**

**WHO DO WE COLLECT PERSONAL DATA FROM?**

We collect personal information from our supporters who use our website, from visitors to our centres, our workshops, introductory sessions; supporters who make donations, from our volunteers and from those who get in touch with us directly. We do this both electronically and in paper format.

In addition we also collect details automatically about the pages you visit on our website [www.samarpanmeditationuk.org](http://www.samarpanmeditationuk.org). Please see our Cookies policy below for more information.

In choosing to share your personal information with us, you will be agreeing to our collection and use of your information as described in this policy. If you no longer want us to process your personal details you can ask us to stop at any time by contacting us or unsubscribing using the link at the bottom of our emails.

We use the information you share with us to:

* make sure you receive the service or information you have requested or wish to be involved in;
* carry out reasonable administration of your donations, involvement in activities, registration with us for volunteering and taking part in activities and other services;
* keep in touch with you in the way that you want us to; and
* better understand our supporters so that we can personalise and improve the services we offer.

For details of how we do this please see the relevant section below.

We will need to make changes to this policy from time to time, to make sure that we are always providing you with the latest information about what is happening to your personal information.

**WHAT INFORMATION DO WE COLLECT AND HOW?**

We collect personal information about you that helps us to deliver and improve our services. This includes:

* name and address
* email address and telephone numbers
* payment information such as credit card and bank details
* how you would like to hear from us
* previous events or activities that you have participated in
* details of Gift Aid Declarations, donations and gifts in your will
* details of your volunteering activity
* enquiries and feedback
* interaction with our social media pages

We use this information to better understand how to provide the best service to you in terms of events and activities.

If you have provided details for someone else, for example by asking us to share information about our services, we will not contact that person until they have been given the opportunity to let us know their communication preferences. If they have asked you to provide us with their details, we will first contact them to formally gain their consent.

If you have contacted us on behalf of an organisation, for example making a booking for an introductory session, we will also store details of your employer.

When visiting our website we also collect information about your IP address and the pages you visit. This helps us to understand which areas of our website are most useful to our supporters and to make improvements. This does not tell us who you are and where you live. Please see our Cookies policy below for more information.

At the time we collect information, we will tell you how we will use your personal data, including: our purposes for processing your personal data, our retention periods for that personal data, and who it will be shared with.

**WHAT DO WE DO WITH YOUR INFORMATION?**

* We will make sure that you receive the service you have requested, process any payments for donations or reimbursement of sanctioned expenses for work on behalf of the Trust and send you information relating to relevant services.
* If you have joined us as a participant in one of our meditation groups or workshops and/or as a volunteer, this will include sending you any materials or information that you require to help you get the best out of our services and/or confirmation of your role and responsibilities to carry out your work effectively as a volunteer.
* We may also send you updates on forthcoming events, activities, progress in fundraising campaigns and projects and links to our newsletter and website.
* We will send you information about a refresh of your consent for us to contact you if data protection regulations change.
* We will contact you to receive information relating to your Direct Debit payments or any other methods that you use to pay your donations.
* If you have made a donation, this will include thanking you for your support and letting you know how your contribution has helped us.
* We will also do our best to keep your information up to date. This includes monitoring returned mail to let us know if you no longer live at the address we hold for you or have changed your email address.

Please do let us know if your details have changed.

**MARKETING AND COMMUNICATIONS**

Receiving marketing information from The Trust will always be your choice, and you can choose how you would like to receive that information from us.

You can also change your mind at any time, and we will keep your preferences up to date.

We limit the number of marketing communications we send to make sure we are not sending you too much. The maximum you would receive is four per month, in addition to communications that are not marketing related described above.

We may at times invite you to events for fundraising, or ask you if you are able to support us further but only if appropriate and in line with this privacy policy.

We will only contact you for marketing purposes by telephone, instant message (IM, Whatsapp) or text message (SMS) if you have told us we can.

We will only contact you by email if you have told us you would like to hear from us this way, or to let you know about services you have previously used. Every email will have a link to help you unsubscribe if you wish to stop this.

We may contact you occasionally by post, however you can also stop this at any time by contacting us at by email or in writing ([details below](#contact)).

If you have applied to work as a volunteer for the Trust, your personal information will only be processed for the purposes of recruitment, including processing your application and tracking recruitment statistics. You will not receive marketing communications unless you have elected to do so.

**USER SUPPORTER PROFILES**

In addition to respecting your communication preferences, we know it is important to our supporters to use our resources in a responsible and cost effective way. For this reason, we may use automated profiling and targeting to help us understand our supporters and make sure that:

* our communications and services are relevant, personalised and interesting to you;
* our services meet the needs of our supporters;
* we only ask for further support and help from you if it is appropriate;
* we use our resources responsibly and keep our costs down;
* to do this we can analyse how you interact with us and use both geographic and demographic information to let you know what is happening in your local area and understand your interests.

If you have agreed that we can contact you we may also gather additional information about you from external sources, for example, updates to address and contact information or publicly available information regarding your wealth, earnings or employment. We may use this information to assess your capacity to support us and invite you to do so. If you would prefer that this did not happen simply let us know.

This analysis will be carried out by the Trust or by third party organisations working for us.

We will never sell or pass on your personal information, or let other organisations use it for their own purposes.

**WHO WILL HAVE ACCESS TO YOUR INFORMATION?**

Your information will be only be accessible to our staff, volunteers and contractors if they are trained and it is appropriate in order for them to carry out their role in line with this Privacy Policy.

We will only share your personal information where:

* we are legally required to, or as a result of a lawful request by a governmental or law enforcement authority;
* we have engaged a supplier or contractor to carry out services on our behalf, such as legal advice, financial and tax accounting, essential work at any of our hired sites or on our own site in Leicestershire, sending our communications out or carrying out research and analysis; and
* we only work with trusted suppliers who have agreed to the terms of our Data Processor Agreement to treat your information as respectfully as we do and in accordance with the current data protection laws.

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

**HOW DO WE KEEP YOUR INFORMATION SAFE?**

The security of your information is paramount to us. We use encryption for transfer of data and our networks are regularly monitored to ensure they remain secure.

We also periodically review our measures to ensure they are up to date and in line with latest developments, particularly when we are handling payment information.

If you have a password to allow access to certain parts of our website, you must keep that password safe and not share it with anyone or personal information could be at risk.

Data that is transmitted via the internet or sent by email cannot be 100% secure. The global nature of the internet means that data transmission to and from us may take place outside the European Economic Area.

***DISCLAIMER***

We will take every reasonable precaution to keep your information safe but it cannot be guaranteed and so please be aware that any information you do transmit to us is at your own risk. Once we have received your information we will use our best effort to ensure its safety within our network, which sits within the European Economic Area.

**INTERNATIONAL TRANSFER OF DATA**

There may be occasion where your personal details are collected for travel and events outside of the EEA, where the Trust are offering assistance in coordinating part of the arrangements for your travel or attendance at these events. The details collected are restricted to the minimum required and we will clearly indicate when and which data is being collected that will be transferred internationally. In these instances, the data cannot be guaranteed to be handled according to the laws governing the UK and you have the right to withhold your data or withdraw your consent.  In these instances, we will be unable to assist you with your travel and arrangements.

**RELEVANT INFORMATION ARCHIVE**

We will only hold your personal information for as long as reasonably necessary to carry out services and administer your relationship with us. Our retention period varies depending on the purpose of our interaction and the nature of the information. Certain information must be retained for set periods, such as financial, legal or tax related.

If we dispose of your information it will always be done securely.

**UNDERSTANDING YOUR RIGHTS**

You have the right to a copy of the information we hold about you. This is called a subject access request. Advice on how and what you can request is available from the Information Commissioner’s Office at [www.ico.org.uk](http://www.ico.org.uk)

If you would like to make a subject access request you can do so by writing to the Trustees by email or letter ([details below](#contact)).

To carry out a subject access request we require verifiable proof of identity and up to one month to handle the request (or a further two months where the request is complex or numerous). We have the right to charge you for preparing and providing the information we hold on you, depending on our determination of the extent of your request.

Your rights also include the right to:

* have incorrect information corrected;
* object to further processing of your personal information or to restrict processing;
* be forgotten, which means removal of your personal information from our records.
* obtain and reuse your personal data for your own purposes across different services, where your data has been received through an automated method;
* object to processing based on legitimate interests, direct marketing (including profiling); and processing for purposes of scientific/historical research and statistics.

**COOKIES**

When we provide services, we want to make them easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your device, for example, computer or mobile phone. These include small files known as cookies. They cannot be used to identify you personally. These pieces of information are used to improve services for you through, for example:

* Enabling a service to recognise your device so you don't have to give the same information several times during one task.
* Recognising that you may already have given a username and password so you don't need to do it for every web page requested.
* Measuring how many people are using services, so they can be made easier to use and that there is enough capacity to ensure they are fast.

**THIRD PARTY COOKIES**

To make it easy for you to use and share our website we embed features from other websites such as Facebook, Twitter and TripAdvisor. Browsing our website may place cookies from these third party websites on your computer. The Trust has no control over these cookies so it is not always possible to list them, and they are liable to change without any notification to us.

We may refer to companies, organisations and public bodies and enable access to their websites directly from our website. Each company, organisation or public body operates its own policy regarding the sale of personal data and the use of cookies. If you have a particular interest in, or concern regarding the way your data will be used then you are advised to read their Privacy Statements and Policies on the relevant websites.

In addition to these statements and policies your personal data is always protected in the UK by the current data protection regulations.

**ACCESSIBILITY**

We aim to apply the four main guiding principles of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.0, which help make the web more user friendly for all people. The principles are that our information is presented in a way that is:

* Perceivable
* Operable
* Understandable
* Robust

Our website should display correctly in the current and previous two versions of Firefox, Chrome, Internet Explorer, Safari and Opera. There may be some areas that require you to have JavaScript turned on to work.

We would like to make our content accessible and usable to all. If you have suggestions or issues, please contact the Trust ([details below](#contact)).

**ACCESSING DOCUMENTS**

If you require an alternative accessible version of any documents that can be downloaded from our website (for instance in audio or large print) please contact the Trust ([details below](#contact)).

**HOW TO GET IN TOUCH**

If you need help or have any questions about this policy and your rights regarding the processing of your personal information please contact us by email at [uk@shivkrupanandji.net](mailto:uk@shivkrupanandji.net) or by letter to:

The Trustees

Shree Shivkrupanand Swami Trust UK

Long Acre

Hickling Pastures

Melton Road

Nottinghamshire

LE14 3QG

For broader advice and guidance please contact the data protection regulator, the Information Commissioner’s Office at [www.ico.org.uk](http://www.ico.org.uk)

**THANK YOU for reading our Privacy Promise and Policy**

Your preferences can now be updated for any future communications, or amended at any time, by completing the contact form on the website: [www.samarpanmeditationuk.org](http://www.samarpanmeditationuk.org) or by emailing: [uk@shivkrupanandji.net](mailto:uk@shivkrupanandji.net) with your preferences.

You will also see update and unsubscribe links on the bottom of every email.

We hope you enjoy hearing more about our work and the ways in which you can get involved and experience the journey of meditation and inner peace for yourself.

**This policy was last updated on 31/03/2018.**