

Tiratanaloka Privacy Policy

Privacy

Tiratanaloka Retreat Centre takes the issue of your privacy seriously. This policy explains what personal information we collect about you, why we collect it, the legal basis we rely on, how long we keep it, and your rights in relation to it.

If you have any questions about this policy that are not addressed here, please contact us:

Office Manager
Aberclydach House
Talybont-on-Usk
Brecon
Powys
LD3 7YS
Telephone: 01874 676361
Email: office@tiratanaloka.org.uk

If we can't answer your call, please leave a message and we will get back to you as soon as we can.

Who we are

Tiratanaloka Retreat Centre is operated by Triratna Sarana (charity number 1014180), which is the Data Controller for the personal data described in this policy. We are registered with the Information Commissioner's Office (ICO) as required by law.

A note on special category data

Some of the information we hold — in particular, information about your Buddhist practice and ordination training — relates to your religious beliefs. Religious belief is classified as 'special category' data under UK GDPR and receives a higher level of protection. We only collect and process this information with your explicit consent, or as permitted for not-for profit organisations with a religious aim under Article 9(2)(d) of UK GDPR. We will not disclose your religious belief data to anyone outside the Tiratanaloka team and the Triratna College of Public Preceptors without your permission.

Information we collect and how we use it

The table below sets out the categories of personal data we collect, the legal basis we rely on, and the purpose for which it is used.

Data Category	What we collect	Legal Basis (UK GDPR)	Purpose
Ordination database	Name, contact details, date of birth, date of mitra, date of ordination request, retreat attendance	Legitimate interests (Art. 6(1)(f)); explicit consent for religious belief data (Art. 9(2) (a))	Administration of ordination training; planning; anonymised statistics
Retreat booking	Contact details, special requirements (dietary, accessibility etc.), next-of-kin details	Legitimate interests (Art. 6(1)(f)); vital interests for next-of kin (Art. 6(1)(d))	Managing retreat attendance; emergency contacts; communicating changes
Payment records (Stripe/Beacon CRM, bank transfer)	Name, payment amount, retreat attended	Legal obligation (Art. 6(1)(c)); legitimate interests (Art. 6(1)(f))	Confirming payments; processing refunds; financial record-keeping
Bursary fund donations	Name, donation amount, gift aid status	Legal obligation (Art. 6(1)(c)); consent for gift aid	Financial records; gift aid reclaim from HMRC
Email newsletter / mailing list	Name, email address	Consent (Art. 6(1) (a)); charitable soft opt-in (DUAA 2025)	Sending retreat and event information to those who have signed up
Tiratanaloka Unlimited subscribers	Name, email address (provided by Future Dharma)	Charitable soft opt in / consent (DUAA 2025)	Sending updates on the Tiratanaloka Unlimited appeal

Website analytics	IP address, pages visited, time on site (non-personally identifiable)	Legitimate interests (Art. 6(1)(f))	Managing and improving the website
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Ordination database

When you contact us to ask for ordination, we collect your name and contact details to enter into our database. This database is the only list that exists of all women, outside of India, who have asked for ordination into the Triratna Buddhist Order. It is therefore an important resource in terms of planning the future of ordination training, being able to contact women who have asked for ordination and for looking at the prospective future of the Order. In addition to your contact details, we also ask for your date of birth, when you became a mitra and the date you asked for ordination. These extra details are used to produce anonymised statistics to help us plan for the future. We also use the database to keep a note of which retreats you have attended with us and the year you first came on retreat, for statistical and planning purposes.

If you request ordination via another Order member (e.g. your local mitra convenor), we will ask them for as much of the above information as they have (and confirmation that you are happy for us to hold it), or contact you directly to ask for it.

We may use your email address from the database to send important emails regarding ordination training. These emails are likely to be very infrequent and we rely on our legitimate interests to contact you in this way. If you would prefer not to receive these emails, please contact us and we will ensure you are excluded from future communications.

Retreat bookings

When you book a retreat online with us, our booking system asks for your contact details, any special requirements, and your next-of-kin information in case of an emergency when you are on retreat with us. This information is used in regard to the retreat in question and to check we have your correct address. We will use this information to contact you in case of issues with changes to retreats, payment and similar circumstances, and to notify the responsible person in the team of any special dietary or other requirements.

Payments

When you book online, we store the details of your payment on Stripe and Beacon CRM. These details are used to check that payments have been made in case of questions, and to ensure that any refunds are made correctly.

Should you include a donation to our bursary fund with your payment, we store this information on Beacon CRM so that the correct amount can be entered into our financial records. We will use your personal information to claim Gift Aid if you have indicated that we can do so.

Email newsletter

Our website provides a form which allows you to sign up to receive information from Tiratanaloka that we think may be of interest to you. If you sign up, your name and email address are stored in our mailing programme and we will send you periodic emails regarding our retreats, events and other information relevant to those training for ordination. You can unsubscribe at any time either via the website or by clicking the unsubscribe link at the end of any email we send.

Since 5 February 2026, we may also rely on the charitable soft opt-in introduced by the Data (Use and Access) Act 2025, which allows us to contact individuals whose details we collected when they expressed interest in our charitable purposes, unless they object. We do not use the soft opt-in to promote products or services.

Tiratanaloka Unlimited

Tiratanaloka Unlimited is our appeal to fundraise for a bigger Tiratanaloka. After the appeal, we will store donor information for the time legally required and then delete it. People who wish to be kept updated on the progress of the appeal are added to a mailing list and we send them regular updates. Individuals can unsubscribe at any time — instructions for unsubscribing are included in every email we send.

Website usage data

Our website collects information about how you use it, including IP address, time spent on the site and pages viewed, from both registered users and general visitors. This data is used solely to manage the website, track usage and improve our services. This information does not identify you personally and may be shared with third-party analytics services such as Google Analytics.

How long we keep your data

We only hold your personal data for as long as is necessary for the purpose for which it was collected, or as required by law. In summary:

- Ordination database records — until you are ordained or withdraw your ordination request, then deleted.
- Retreat booking and payment records — 7 years for financial records; other booking details deleted after the retreat unless needed for ongoing correspondence.
- Newsletter mailing list — until you unsubscribe.
- Tiratanaloka Unlimited subscriber data — until the project concludes or you unsubscribe; donor data held for the legally required period.
- Website analytics data — as set by our analytics provider; this data does not personally identify you.

For full retention periods, please refer to our Data Protection Policy, available on our website.

Sharing and disclosure of information we collect

We will never share, 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 or the safety of members of the public or those attending retreat.
- To carry out the wider activities of the Tiratanaloka ordination team. This involves sharing information about women training for ordination with members of the Triratna College of Public Preceptors (who oversee ordinations into the Triratna Buddhist Order), and with private preceptors or Order Members at local Triratna Buddhist centres who support individuals training for ordination. We rely on our legitimate interests and the religious organisation condition (Article 9(2)(d)) for this sharing. We will only share the minimum information necessary.

Any personal emails or letters you send to us will not be shared outside of the Tiratanaloka team except with your permission.

Where we use third-party service providers who process data on our behalf (such as our website analytics provider), we ensure that appropriate data processing agreements are in place.

Use of cookies

Our website uses cookies to store visitors' preferences and to record session information, and to help us understand how the site is being used.

Under the Data (Use and Access) Act 2025, first-party analytics cookies that collect statistical information to improve our services no longer require explicit consent, provided you are given clear information and an opt-out mechanism. Other cookies — for example those that personalise your experience or support third-party services — will only be set with your consent.

You can control cookie settings through your browser. Check the 'Help' menu of your browser to learn how to change your cookie preferences. Please be aware that disabling certain cookies may affect the functionality of some parts of our site.

Links to other sites

Our website contains links to other Triratna websites which you may find useful or of interest. We are not responsible for the privacy policies and/or practices on other sites. When linking to another site, you should satisfy yourself as to the privacy policy stated on that site. Our privacy policy only governs information collected on our own site.

Your rights

Under UK GDPR, you have the following rights in relation to your personal data. To exercise any of these rights, please contact us using the details at the top of this policy. We will respond within one calendar month.

Your right	What this means
Right of access	You can ask for a copy of the personal data we hold about you. Contact us in writing; we will respond within one calendar month.
Right to rectification	You can ask us to correct inaccurate or incomplete data we hold about you.
Right to erasure	You can ask us to delete your data. Note: if your ordination request is still active, removing your details from the database may affect your ability to book retreats. Some data must also be retained by law.
Right to restrict processing	You can ask us to limit how we use your data in certain circumstances.
Right to data portability	Where we process your data by automated means on the basis of consent or contract, you can request it in a structured, machine readable format.
Right to object	You can object to processing based on legitimate interests. We will stop unless we have compelling grounds to continue.
Right to withdraw consent	Where we rely on your consent (e.g. for the newsletter), you can withdraw it at any time. This does not affect the lawfulness of processing before withdrawal.

Right to complain	You have the right to lodge a complaint with the ICO at any time: ico.org.uk/make-a-complaint or 0303 123 1113.
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Right to complain to the ICO

If you are unhappy with how we have handled your personal data, you have the right to make a complaint to the Information Commissioner's Office (ICO), the UK's independent body for data protection rights:

- Website: <https://ico.org.uk/make-a-complaint/>
- Telephone: 0303 123 1113

We would, however, welcome the opportunity to address your concerns before you approach the ICO, so please do contact us in the first instance.

Changes to this policy

We may update this privacy policy from time to time. When we do, we will post the updated version on our website and update the version number below. If we make any significant changes to how we use your personal data, we will notify you directly where we have your contact details.

This policy was last updated in April 2026.

Document History

Version	Date	Description
Version 1.0	May 2018	First version
Version 1.1	June 2022	Updated to add information about Tiratanaloka Unlimited
Version 1.2	April 2023	Updated to add information about Tiratanaloka Unlimited
Version 2.0	April 2026	Major revision: added legal bases, special category data, full individual rights, retention periods, ICO complaint right, updated cookies section, DUAA 2025 soft opt-in, corrected mailing provider placeholder, updated Tiratanaloka Unlimited section