

At Marpa House we are committed to protecting and respecting your privacy

This Policy explains when and why we collect personal information about people, how we use it, and how we keep it.

We may change this policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to mail@marpahouse.org.uk or by writing to The Secretary, Marpa House, Rectory Lane, Ashdon, Saffron Walden, Essex CB10 2HN.

Who are we?

We are Marpa House, a Buddhist retreat and meditation centre in England dedicated to the advancement of Tibetan Buddhism. The centre is run by the Dharma Trust, a company limited by guarantee (no 04332473) and registered with the Charity Commission (no 1090628).

What information do we hold about you?

Your name, postal and email addresses and your phone numbers.

For some students, we hold limited details of their past involvement with the House, such as permission to undertake full retreat, membership, any special needs, requirements, issues, service as committee member, staff or trustee.

Our website www.marpahouse.org.uk does use cookies, however we do not collect information about you from them.

Although we monitor the Marpa House Facebook group, we do not collect or retain any data from it.

Other information such as records of payments to Marpa House is held to enable Marpa House to fulfil its statutory obligations (such as the annual financial returns to the Charity Commission). The documents are securely retained for 7 years, and then securely destroyed.

How do we use this information?

We use your details to keep in touch with you about:

- Courses, events and projects at Marpa House
- Events at our related centres (at present Amrita Dzong, London and Karma Kagyu Cho Khor Ling, Germany)
- Teachings given by Kyabje Chime Rinpoche at other locations

We will also use your details to send you:

- Our newsletter
- Our regular e-news

And we may use your details to:

- Contact you about important news or matters personal to you, via email or telephone
- Process donations and other payments, and verify financial transactions
- Process Gift Aid donations
- Comply with our statutory obligations

How secure is the information you give us?

We make every effort to ensure that the information you share with us is recorded accurately and retained securely. We will never share your data with anyone or any other organisation, unless you permit or request it, or to comply with a lawful request such as a court order.

How long will we keep your information?

We will hold your information while it remains current, unless a request to be removed from our records is received. In this case we will retain some basic information for record purposes.

Will your information ever go outside Europe?

We use MailChimp, a USA organization, for our global emails. MailChimp's Privacy Policy says that it participates in and has certified its compliance with the EU-U.S. Privacy Shield Framework.

How can you access, and correct, the information we hold about you?

Please keep us informed of your up to date details. You may ask us to correct or remove information you think is inaccurate. You also have a right to request a copy of the information we hold. In both instances please send your request to

The Trustees
Marpa House
Rectory Lane
Ashdon
Saffron Walden
Essex CB10 2HN

You also have a right to complain to the Information Commissioner Office (ICO) if you think there is a problem with the way we are handling your data. Please visit ico.org.uk for details on how to contact them.