

Courthouse Community Centre – Privacy Policy

This privacy notice explains what to expect when we collect and use your personal information.

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Contact details

Thubten Drolma - Email: director@jamyang.co.uk

What information we collect, use and why

We may collect and use the following personal information:

For service updates or marketing (e.g. newsletters):

- Email address

Purpose:

To send newsletters and service updates, including information about events, workshops, and community opportunities.

For handling queries, complaints or claims:

- Name
- Email address
- Any additional information you provide in your enquiry

Purpose:

To respond to your enquiries or feedback and manage communications effectively.

Lawful bases and your data protection rights

Under UK data protection law, we must have a lawful basis to collect and use your information. The lawful basis we rely on may affect the rights available to you.

Your rights include:

- **Access** – You can ask for copies of your personal information.
- **Rectification** – You can ask us to correct inaccurate or incomplete information.
- **Erasure** – You can ask us to delete your personal data.
- **Restriction** – You can ask us to limit how we use your data.
- **Objection** – You can object to how your data is used.
- **Portability** – You can ask us to transfer your data to another organisation or to you (only applies in certain cases).
- **Withdraw consent** – If we rely on your consent, you can withdraw it at any time.

We aim to respond within one month. To make a request, please use the contact details above.

Our lawful bases

For service updates or marketing:

- **Legitimate interests** – We send occasional emails about our news, events, and opportunities to those who have subscribed. We only collect minimal data (usually just an email address), and you can unsubscribe at any time.

For handling queries, complaints, or claims:

- **Legitimate interests** – When you contact us, we use your information to respond and manage follow-up communications. This use is necessary, expected, and has minimal privacy impact.
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Where we get your information

- Directly from you: via newsletter sign-up, contact/enquiry forms on our website, or email.
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Cookies

Our website (<https://ccc.london>), which is hosted on the WordPress platform, uses cookies. Cookies are small text files that are placed on your device to help the site function properly, improve performance, and provide a better user experience.

We may use cookies for the following purposes:

- **Essential functionality** – to help the website work as expected (e.g. remembering preferences or session information).
- **Performance and analytics** – to understand how visitors use the site, so we can improve it (e.g. through anonymised visitor statistics).
- **Embedded content and plugins** – if we include content from other websites (such as YouTube videos or social media feeds), those third-party sites may set cookies of their own.

We do not use cookies for advertising or profiling.

When you first visit the website, you will see a banner informing you about our use of cookies. By continuing to use the site, you agree to the use of essential cookies. You may be able to manage or disable non-essential cookies via your browser settings.

For more information about cookies and how to manage them, you can visit www.allaboutcookies.org.

How long we keep your information

We only keep your personal information for as long as we need it. Here's how long we typically keep different types of data:

- **Newsletter subscriptions:** We keep your email address until you unsubscribe. Every email we send includes an unsubscribe link.
- **Enquiries, complaints or claims** (including those submitted through our online contact form): We keep your name, email address, and enquiry message for up to 3 years after the issue is resolved, unless a longer period is required for legal, safeguarding, or organisational reasons.

After these periods, we delete or anonymise the information in accordance with UK GDPR.

Who we share your information with

Data processors:

- **Courthouse Community Centre (CCC)** – Manages newsletter subscriptions and handles enquiries and feedback submitted to the organisation.
- **Jamyang London Buddhist Centre**
Jamyang provides venue support for events held by CCC and shares administrative resources with us. (Privacy policy: <https://jamyang.co.uk/privacy-policy-2/>)

- **Microsoft (Outlook / Office365)** – Used to manage email communication and store documents. Microsoft may transfer data outside the UK. (Privacy policy: <https://privacy.microsoft.com/en-GB/privacystatement>)
 - **Mailchimp (Intuit Inc.)** – Used to manage and send newsletters. Mailchimp is based in the USA. (Privacy policy: <https://mailchimp.com/legal/privacy/>)
 - **WordPress** – Our website is hosted on WordPress. When you submit forms on our website (e.g. enquiry forms), data is transmitted through and stored via WordPress. WordPress may transfer data outside the UK. (Privacy policy: <https://en-gb.wordpress.org/about/privacy/>)
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How to complain

If you have concerns about how we use your data, please contact us first using the email above.

If you're still unhappy, you can contact the ICO:

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow, Cheshire SK9 5AF

Helpline: 0303 123 1113

www.ico.org.uk/make-a-complaint

Last Updated

9 May 2025