

Privacy Policy

*The EMDR Academy via The Stress &
Trauma Centre Ltd*

Introduction

This policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners. Furthermore, the way this website processes, stores and protects user data and information will also be detailed within this policy.

The website

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. Our website platform is squarespace.com , squarespace do not collect any personal data or information it is purely a platform for our website www.emdracademy.co.uk. Our website platform for www.stressandtrauma.co.uk is WordPress.com and is used by our company as a platform to host our website.

When someone visits www.emdracademy.co.uk or www.stressandtrauma.co.uk we use a third party service, Google Analytics, to collect standard anonymous details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the website. We do not make any attempt to find out the identities of those visiting our website. Information will only be recorded that you provide via our application forms and booking system “Acuity” and Google Drive analytics that are GDPR compliant.

No user-specific data is collected by The EMDR Academy via The Stress & Trauma Centre Ltd or any third party.

This website complies with all UK national laws and requirements for user privacy.

Use of cookies

What are cookies?

Cookies are small files saved to the user’s computer’s hard drive that track, save and store information about the user’s interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

What do we use cookies for?

We may use cookies to remember personal settings you have chosen at our website. In no other context do we use cookies to collect information that identifies

you personally. Most of the cookies we set are automatically deleted from your computer when you leave our website or shortly afterwards.

We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features. If you log into the website, application or a course as a registered user, your session cookie will also contain your user ID so that we can check which services you are allowed to access.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

Should users wish to deny the use and saving of cookies from this website onto their computer's hard drive, they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors.

Personal information

Whilst using our website, software applications or services, you may be required to provide personal information (name, address, email, account details, etc.). We will use this information to administer our website, applications, client databases and marketing material. We will ensure that all personal information supplied is held securely in accordance with the Data Protection Act 1998 and GDPR regulations. Further, by you providing telephone, fax and email details, you consent to The EMDR Academy via The Stress & Trauma Centre Ltd contacting you using that method in conjunction with the course you are applying for or your enquiry.

You have the right at any time to request a copy of the personal information we hold on you. Should you wish to receive a copy of this, or would like to be removed from our database, please contact us at admin@stressandtrauma.co.uk The EMDR academy via The Stress & Trauma Centre Ltd may use your personal information to:

- administer our online services;
- improve your browsing experience;
- enable your use of the services available via our online service;
- supply you with goods and services purchased

- send statements and invoices to you and collect payments from you;
- send you communications relating to EMDR Training
- provide third parties such as EMDR Europe with statistical information about our users (this information will not be used to identify any individual user);

We will not without your express consent provide your personal information to any third parties for the purpose of direct marketing.

Information collection and use

How do we collect information?

People who email us:

Our email admin@stessandtrauma.co.uk server is UK based. We have full access to it and it is stored via our IT support company Firbanks.com.

To make sure any sensitive or personal information is emailed safe and securely we use an encrypted email service FramaRmail. If we receive a referral or any email with sensitive information we ask that you reply using our Rmail system and to delete any sensitive information. The Frama Group has been providing solutions for the secure handling of sensitive and financial data for over 45 years. Frama provide a secure email platform which ensures security and compliance for business email communication.

The Frama RMail product uses a patented Registered Receipt system to provide legally verifiable proof of delivery and content for all email communication.

Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law and our computer system will identify viruses.

The EMDR Academy via The Stress & Trauma Centre Ltd collects information in two possible ways:

- a. When you directly give it to us (“Directly Provided Data”)*

When you sign up for our site, purchase our products or communicate with us, you may choose to voluntarily give us certain information – for example, by filling in text boxes or completing registration forms. All this information requires a direct action by you at that time in order for us to receive it.

b. When you give us permission to obtain from other accounts (“User Authorised Data”)

Depending on your settings or the privacy policies for other online services, you may give us permission to obtain information from your account with those other services. For example, this can be via social media or by choosing to send us your location data when accessing our website from your smartphone.

Disclosures

The EMDR Academy via The Stress & Trauma Centre Ltd may disclose your personal information:

- if required to do so by law;
- in connection with any legal proceedings or prospective legal proceedings;
- in order to establish, exercise or defend The Stress & Trauma Centre’s legal rights (this includes providing information to third parties for the purposes of fraud prevention and reducing credit risk).

Except as provided in this privacy policy, we will not provide third parties with your information.

Information Security

The EMDR Academy via The Stress & Trauma Centre Ltd will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Email Server:

All the personal information you provide via **email** will be stored on our secure server (UK based). These servers are password- and firewall- protected.

It should be noted that data transmission over the internet is inherently insecure, and as such we cannot guarantee the security of data sent over the internet. However, any sensitive data will be sent encrypted using Frama UK Rmail. If you do not use an encrypted email then we cannot guarantee it is secure.

Data Storage Platform:

Our platform where files, folders, and documents are created, accessed, and shared is via Dropbox. Dropbox servers are predominantly in the U.S. We also store personal information locally on the devices you use to access our services.

We rely upon Dropbox Privacy Shield which is subject to the European General Data Protection Regulation (“GDPR”) in accordance with Chapter V of the GDPR.

Dropbox complies with the EU-U.S. and Swiss–U.S. Privacy Shield Frameworks as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union, the European Economic Area, and Switzerland to the United States. Adhering to the Privacy Shield Principles ensures that an organization provides adequate privacy protection under the EU data protection directive.

Dropbox <http://dropbox.com/privacy>

How long do we keep your data for?

The EMDR Academy via The Stress & Trauma Centre Ltd will not retain your personal information longer than necessary. We will hold onto the information you provide either while your account is in existence, or as needed to be able to provide the Services to you, or (in the case of any contact you may have with our Customer Care team) for as long as is necessary to provide support-related reporting and trend analysis only. Your name will be kept as record as this is an academic course for at least 10 years, this is to record at least 2 reaccreditation periods..

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required, even after you have closed your account or it is no longer needed to provide the Services to you.

Sensitive Data recorded from clinical appointments is stored securely and will be kept for 7 years only. After this time it will be deleted from our secure hard-drive, paper work is shredded once it is recorded electronically.

Registration forms

The EMDR Academy via The Stress & Trauma Centre Ltd will not sell or rent your personally identifiable information, gathered as a result of filling out the site registration form, to anyone.

Choosing how we use your data

We understand that you trust us with your personal information and we are committed to ensuring you can manage the privacy and security of your personal information yourself.

With respect to the information relating to you that ends up in our possession, and recognising that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all of the following:

- You can verify the details you have submitted to The EMDR Academy via The Stress & Trauma Centre Ltd by contacting our customer services team on admin@stressandtrauma.co.uk . Our security procedures mean that we may request proof of identity before we reveal information, including your e-mail address and possibly your address.
- You can also contact us by the same method to change, correct, or delete your personal information controlled by The EMDR Academy via The Stress & Trauma Centre Ltd regarding your profile at any time. Please note though that, if you have shared any information with others through social media channels, that information may remain visible, even if your account is deleted.
- You are also free to close your account through our account settings. If you do so, your account will be deactivated. However, we may retain archived copies of your information as required by law or for legitimate business purposes (including to help address fraud and spam).
- You can always feel free to update us on your details at any point by email to admin@stressandtrauma.co.uk
- You can request to unsubscribe from receiving marketing emails. Please email to inform us of this change. Once you do this, you will no longer receive any emails from us.

- You can request a readable copy of the personal data we hold on you at any time. To do this, please contact us on admin@stressandtrauma.co.uk
- We reserve the right to update this privacy policy from time-to-time and post a new version on our online services. This page should be checked occasionally to ensure you are aware and content with any changes.

All software in relation to invoicing, booking, payments and our data cloud storage through The EMDR Academy via The Stress & Trauma Centre Ltd are handled through a number of agencies, please find their privacy policies here

Acuity Scheduling <https://acuityscheduling.com/privacy.php>

Dropbox <http://dropbox.com/privacy>

Google Drive <https://policies.google.com/privacy/update?hl=en&gl=US>

GoCardless <https://gocardless.com/downloads/legal/privacy-policy-v0417-1.pdf>

Stripe Payment <https://stripe.com/gb/privacy>

Quickbooks Intuit <https://quickbooks.intuit.com/uk/privacy-policy/>

Contact Information

If you have any questions about this privacy policy or the treatment of your personal information, email admin@stressandtrauma.co.uk or write to 8 The Dale, Tiverton, Cheshire, CW6 9ND.

Data Controller

Claire Wesson is the data controller responsible in respect of the information collected via our online services.

Matthew Wesson as an autonomous practitioner data protection reference is Z3082513.

The Stress & Trauma Centre ICO data protection registration reference is ZA317176.