



## Childhood Trauma Recovery Network Privacy Notice

Childhood Trauma Recovery Network is committed to protecting your personal data and this privacy notice states how we collect your data, how we store it and how we use it. In the document, “we” refers to Childhood Trauma Recovery Network and all the projects within the Community Interest Company.

### **Who we are:**

The Childhood Trauma Recovery Network is a Registered CIC (Company Number: 12658184)

### **What personal information do we collect?**

In summary, personal information is any information that can be used to identify you. We may collect and use the following information:

- Your name and contact information (including address, email address and phone number) and any other contact details you provide to us when you submit a request or enquiry via the Childhood Trauma Recovery Network website or email,
- Personal information which you voluntarily provide to us when working with us in any capacity, such as joining our network, employment, to volunteer or fundraise with us, for training purposes, or if you have requested to receive a regular e-newsletter,
- Records of any correspondence when you contact via email or telephone, or
- Any other personal information shared with us when you request or work with us in line with our company objects.

We do not obtain any third-party information about you without your knowledge or consent.

### **Why are we collecting your data?**

We collect personal data to administrate our network, provide appropriate support to members, to monitor and assess the quality of our service, to fulfil our purposes as a Community Interest Company and to comply with the law regarding data sharing. In legal terms, this is called ‘legitimate interests’. When it is required, we may also ask your consent to process your data.

In addition, Data Protection legislation states that there are certain categories of personal data which are more sensitive. This additional category is known as “special category data”. The information which is included in this category is race, religious beliefs, political opinions, physical or mental health conditions. When providing this type of special category data, we may also ask for your explicit consent to process it.

### **How we store your data**

We hold your data for varying lengths of time depending on the type of information in question but in doing so we always comply with Data Protection legislation. All of the data that we retain is subject to the controls of our data protection policy, so when your information is no longer required, we will ensure it is disposed of in a secure and confidential process.



## Childhood Trauma Recovery Network Privacy Notice

### Who we share your data with

If you are joining our network, we will share your details on the Childhood Trauma Recovery Network website. When submitting your information on the Childhood Trauma Recovery Network Application Forms you are consenting for it to be published onto a live website for prospective clients to find your details.

We will not share your information with any other third parties without your consent unless the law requires us to do so.

### How long will we keep your personal information?

The Childhood Trauma Recovery Network will not keep your personal information for longer than is necessary in relation to the purposes for which it was originally collected.

### Your choices

You have a choice about whether you would like to receive information from us, such as direct marketing communications. If you do not want to receive direct marketing communications from us about the important work we do, our network and our services. We will not contact you for marketing purposes unless you have consented for us to do so.

### How to request your personal data

In accordance with Data Protection legislation, you have the right to request information about you that we hold. To make a request for some or all of your personal information, please email at [admin@traumarecoverynetworkuk.org](mailto:admin@traumarecoverynetworkuk.org) or write to us at Childhood Trauma Recovery Network, Freedom House, Lower Bristol Road, Bath, BA2 1EP. We may make a small charge for this service.

You also have the right to object to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress
- Prevent processing for the purpose of direct marketing
- Object to decisions being taken by automated means
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- Claim compensation for damages caused by a breach of the Data Protection Regulations.

If you have a concern about the way that we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

### How to contact us

If you would like to discuss any of the information in this privacy notice, including how we maintain the security of your information and your rights to access information we hold on you, please



## **Childhood Trauma Recovery Network Privacy Notice**

contact: [admin@traumarecoverynetworkuk.org](mailto:admin@traumarecoverynetworkuk.org) or alternatively you can write to us at: Childhood Trauma Recovery Network, Freedom House, Lower Bristol Road, Bath, BA2 1EP.

### **Future changes to this Privacy Notice**

We keep this policy under regular review. We may update this policy from time to time. When we do, we will update the date at the bottom of the page. We encourage our users to frequently check this page to ensure they are informed of updates about how we are protecting the personal information we collect. If there are any significant changes made to the privacy notice, then we shall contact you and place a prominent notice on our website.

This document was last updated on 1<sup>st</sup> July 2020