



## **Trauma Recovery Global & Betsy de Thierry Ltd Privacy Notice**

### **Covering:**

- Training,
- Consultancy,
- BdT Certificate In Therapeutic Mentoring,
- Therapeutic Mentoring Rooms in Schools,
- Recruitment processes and employment,
- Regional Hubs, and
- Other related activities of Trauma Recovery Global & Betsy de Thierry Ltd.

Trauma Recovery Global & Betsy de Thierry Ltd 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 Trauma Recovery Global/ Betsy de Thierry Ltd and all the projects within the Company. Trauma Recovery Global is the trading name of Betsy de Thierry Ltd and will be the term of the company used for the rest of this notice.

In accordance with the General Data Protection Regulation (GDPR), we have implemented this privacy notice to inform you of the types of data we process about you.

### **Who we are:**

Trauma Recovery Global is a Private Company, registered by shares, registered in England and Wales (Registered number: 09133466). We are a data controller for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 (“Data Protection Law”). This means we’re responsible for how we can use your personal information.

### **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 email address and phone number) and any other contact details you provide to us when you submit a request or enquiry via a Trauma Recovery Global or Betsy Training UK website or Trauma Recovery Global email,
- Your gender, date of birth, postcode and relationship status which you provide, to help us monitor the demographics of the people who access Trauma Recovery Global activities such as information you share with us as part of the Certificate In Therapeutic Mentoring Course.

- Personal information which you voluntarily provide to us when working with us in any capacity, such as employment, to volunteer, 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 purposes.

For prospective applicants, students and graduates of the BdT Certificate In Therapeutic Mentoring Course, we also hold the following types of data: personal information such as name, date of birth, address, relevant qualifications, relevant experience, contact details for professional references, criminal conviction information. We rely upon the lawful basis of our legitimate interests but may ask for your consent.

We keep several categories of personal data on our prospective employees and employees in order to carry out effective processes. Specifically, we hold the following types of data: personal details such as name, address, phone numbers and next of kin details, your gender, marital status and any relevant information of disabilities or other medical information relevant to your role, any information gathered through the recruitment process such as information contained on a CV or included in a cover letter, employment and education history, right to work documentation, equality information for monitoring purposes, criminal conviction data and where appropriate, driving license information.

For BdT Therapeutic Mentoring Rooms in Schools, we may obtain data from schools who have requested our services, in relation to their pupils with the consent from the child or young person's parent/carer. The information we hold specifically includes children and/or young people's personal details such as age, date of birth and gender, educational summaries, relational context such as peer and family relationships, trauma experiences, trauma symptoms, interventions received and involvement from other agencies. This information will be shared to the BdT Therapeutic Mentoring Room in line with the schools Privacy Notice.

For those who enquire and/or book onto a Training course, consultancy and/or BdT Regional Hubs, including training or consultancy hosted in other organisations, we hold personal data regarding beneficiaries in order to carry out effective activities. Specifically, this includes personal data such as your name, job title and organisation, contact telephone number and email address, location and payment details.

We are aware that email is not 100% secure and therefore if you have any concerns about the data that you want to pass to us, we are happy to accept encrypted or password protected documents. You can contact us to provide a password in a separate email.

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 provide appropriate support, to monitor and assess the quality of our service, to fulfil our purposes as a 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.

The categories of information that we may collect, hold and share include:

- Personal information (such as name, telephone number, address and email address)
- Characteristics (such as gender, ethnicity, language, nationality, country of birth)

In addition, Data Protection legislation, including the General Data Protection Regulation (2018) 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. We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

### **Criminal conviction data**

We will only collect criminal conviction data where it is appropriate given the nature of your role and where the law permits us and we rely upon the lawful basis of our legitimate interests or our legal obligation in order to process this data.

This data is typically collected during the recruitment stage, however, may also be collected during your employment or during your application process to enrol onto a Certificate In Therapeutic Mentoring Course. We use criminal conviction data to determine your suitability, or your continued suitability for the role or course.

### **Who we share your data with**

We will not sell or rent your information to third parties.

We may share your data with third parties, suppliers who work with us or on our behalf to deliver our services, but processing of this information is always carried out under our instruction. We do not allow our third-party service providers to use your personal data for their own purposes. Some examples of where we may share your information is to process donations and payments, to send you communications and to supply you with the full range of training bookings for BdT Training hosted by another organisation, in accordance with their Privacy Notice or for example, we use MailChimp as our marketing automation platform. The information you provide when signing up to any our mailing lists will be transferred to MailChimp for processing in accordance with their [Privacy Policy and Terms](#).

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

We 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 and our services, we will not contact you for marketing purposes, unless you have consented for us to do so.

## **Automated decision making**

Automated decision-making involves processes and decisions about you that haven't involved any humans e.g. using computerised filtering equipment. We will not make decisions about you that has a significant impact on you solely on the basis of automated decision-making processes which has a significant impact on you.

## **Your rights**

You have the following rights under GDPR in relation to the personal data we hold on you:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

If you wish to exercise any of the rights explained above, please contact [office@traumarecoveryglobal.com](mailto:office@traumarecoveryglobal.com)

## **If you are 16 or under**

We want to make sure that your personal information is protected, particularly if you are under the age of 16. Please get your parent, carer or guardian's permission before you provide us with any personal information about yourself.

## **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 [office@traumarecoveryglobal.com](mailto:office@traumarecoveryglobal.com) or write to us at Trauma Recovery Global, 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 contact: [office@traumarecoveryglobal.com](mailto:office@traumarecoveryglobal.com) or alternatively you can write to us at: Trauma Recovery Global, 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 written in April 2018, and last updated August 2023.