



PRIVACY NOTICE BCTIWC

BRITISH COUNCIL FOR THERAPEUTIC INTERVENTIONS WITH CHILDREN

Completed on the 4th October 2023

We will only collect information in accordance with the Data Protection Act 1998. Our contact details are listed below. PTUK's Privacy Statement follows: British Council for Therapeutic Interventions with Children (ICO registration ZB344080)

BCTIWC takes your privacy very seriously. This Privacy Notice is intended to set out your rights and answer any queries you may have about your personal data. If you need more information, please contact:

Data Controller Helen Tozer at helen@bctiwc.org

Our personal information handling policy and procedures have been developed in line with the requirements of the 1995 European Union Data Protection Directive (Directive 95/46/EC) and the General Data Protection Regulation (in force from 25 May 2018) and applicable national law.

The type of personal information we collect

1. What information do we collect?

We collect and process personal data about you when you communicate with us or visit our website. The personal data we process includes:

- your name;
- your home or work address, email address and/or phone number;
- your job title;
- information related to the browser or device you use to access our website;
- internet browser cookies and operating system data;

- and/or any other information you provide

We also may receive personal information indirectly, from Play Therapy UK (PTUK) during our auditing processes and in relation to a complaint raised either by yourself or about yourself.

We receive personal information and data from Academy of Play and Child Psychotherapy (APAC) relating to those apprentices taking their End Point Assessments.

2. How do we use this information and what is the legal basis for this use?

We process the personal data listed in section 1 above for the following purposes:

- as required to establish and fulfil a contract with you, for example, if you make a purchase from us or enter into an agreement to provide or receive services. This may include verifying your identity, taking payments, communicating with you, providing customer services and arranging the delivery or other provision of products or services. We require this information in order to enter into a contract with you and are unable to do so without it;
- to comply with applicable law;
- in accordance with our legitimate interests in protecting BCTIWC's legitimate professional interests and legal rights, including but not limited to, use in connection with legal claims, compliance, regulatory and investigative purposes (including disclosure of such information in connection with legal process or litigation);
- with your express consent to respond to any comments or complaints we may receive from you, and/or in accordance with our legitimate interests including to investigate any complaints received from you or from others, about our web site or our products or services;
- we may use information you provide to personalise (i) our communications to you; (ii) our web site; and (iii) products or services for you, in accordance with our legitimate interests;
- to monitor use of our web sites and online services. We may use your information to help us check, improve and protect our products, content, services and web sites, both online and offline, in accordance with our legitimate interests;
- we may monitor any customer account to prevent, investigate and/or report fraud, terrorism, misrepresentation, security incidents or crime, in accordance with applicable law and our legitimate interests;
- to fulfil our monitoring and auditing obligations to Play Therapy UK;
- to conduct End Point Assessments for Apprenticeships;
- in circumstances where you contact us by telephone, calls may be recorded for quality, training and security purposes, in accordance with our legitimate interests; and we may use your information to invite you to take part in market research or surveys.

3. With whom and where will we share your personal data?

We may also share your personal data with the below third parties:

- our professional advisors such as our auditors and external legal and financial advisors;
- personal data may be shared with government authorities and/or law enforcement officials if required for the purposes above, if mandated by law or if needed for the legal protection of our legitimate interests in compliance with applicable laws;
- personal data may also be shared with third party service providers who will process it on behalf of BCTIWC for the purposes above. Such third parties include, but are not limited to, providers of BCTIWC hosting, email services, maintenance, call centre operation and identity checking;
- If you have requested that we address an unresolved complaint made to Play Therapy UK (PTUK) we may share your data with them in order to identify you and obtain a record of their complaints procedure;
- If you are taking part in an End Point Assessment for your Apprenticeship we may share information with the Academy of Play and Child Psychotherapy (APAC) or associated Universities in order to organise and carry out the assessments;
- If you have requested Student Support or Reasonable Adjustments we may share information with the assessment venue and training providers in order to make the necessary adjustments for your assessment;
- In the unlikely event that our organisation or any part of it is sold or integrated with another organisation, your details will be disclosed to our advisers and those of any prospective purchaser and will be passed to the new owners of the organisation.

4. How long will you keep my personal data?

We will not keep your personal information for any purpose for longer than is necessary and will only retain the personal information that is necessary in relation to the purpose. We are also required to retain certain information as required by law or for as long as is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions.

Where you are an apprentice, we will keep your End Point Assessment result for your lifetime to provide evidence for the public and yourself in the event of a complaint against you. All other personal data, other than your name, your EPA date and result, will be removed 2 years after you have completed your EPA.

We will retain your data for a short time beyond the specified retention period, to allow for information to be reviewed and any deletion to take place. In some instances, laws may require BCTIWC to hold certain information for specific periods other than those listed above.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting the Data Controller Helen Tozer at helen@bctiwc.org
- (b) We have a contractual obligation.

- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.
- Please contact us at helen@bctiwc.org if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at helen@bctiwc.org

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Date Written: 3/10/2023	Written by: Helen Tozer
Ratified by: 3/10/2023	Date Ratified: Helen Tozer
Date of next review: 3/10/2024	
Date review carried out:	Review completed by:
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