

THE COLLEGE OF HEALING



Privacy Policy

This Policy describes Personal Information we collect and how we use it.

Who we Are

- We are: The College of Healing
- We are a Registered Charity: No. 519085
- We are a Limited Company: No. 214527
- Our Registered address is: PO Box 342, Malvern WR14 9GU, UK

When you contact us, use our services or visit our website, you agree to be bound by this Policy.

We are committed to protecting your Privacy and Personal Information. This Policy describes how we collect and use your Personal Information. We may update this Policy and we will notify significant changes by placing a notice on our website. If you have any queries about this Policy, please contact us at: info@collegeofhealing.org

Your Privacy

This Policy sets out rules on data protection and the legal conditions that must be satisfied when we obtain, handle, process, transfer and store personal data as everyone has rights regarding the way their Personal Information and Data are handled.

During the College's activities, we collect, store and process personal data about our students, customers, members, partners, suppliers, those who ask us to keep in contact via the website and third parties. We recognise that the correct and lawful treatment of this data maintains confidence in the College. Your personal information and data, which may be held on paper, a computer or other media, is subject to legal safeguards specified in the Data Protection Act and equivalent EU regulations. This Policy and documents referred to in it, set out the basis on which we will process Personal Information and Data collected from you, or is provided to us by yourself or other sources.

How do we collect Personal Information?

We collect Personal Information about you when you engage with us e.g. when you visit our website, register as a donor, when you pay for a course, ask for a newsletter or make enquiries about one of our courses, workshops or goods for sale.

The College of Healing, PO Box 342, Malvern, WR14 9GU
m: 07442 497263 e: info@collegeofhealing.org www.collegeofhealing.org
A Charity concerned with the advancement of education in healing.
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College of Healing Ltd. Registered in England & Wales: No. 214527

What we Collect

Personal Information and Data we collect about you may include: your name, postal address, email address, phone number, date of birth. During the course of our Practitioner course, in order to assess the student, we will collect sensitive data on paper which will have been printed out from an email which will subsequently be deleted and this paper will be destroyed by shredding when the portfolio has been assessed as passed. These paper records will be stored in a locked cabinet at the premises of our administrator or a relevant tutor.

How do we use Personal Information and Data?

Where possible, we use anonymous / aggregated data in order not to identify individuals. Personal information collected from you, enables us to process donations for example, process payments for courses or products, ensure up-to-date contact details for students and members and, establish how our website is used and track which pages / items / areas users visit, in order to improve our website.

Lawful Basis for processing your Personal Information

Under Article 6 of the General Data Protection Regulations (GDPR) our lawful basis for processing and holding personal information is 'legitimate interest', as it is necessary for the College to use this information to provide our services and products to our community, partners and public.

Information to other Parties

We will never sell your data to a Third Party. Nor will we share your details with other bodies for marketing purposes.

We will only share information with other organisations, or persons where we have your permission to do so, in accordance with this Privacy Policy or for a legitimate reason connected with the services we offer, or where it is required by law or regulation.

The College of Healing is only permitted to contact you if you give specific consent. This might mean updates regarding College news, partners, events and fundraising activities. We may need to share your information with trusted partners e.g. service providers and Healers but only for the purposes outlined above. Should we use Third Parties, we require them to protect your personal information.

Choices

You have a choice about whether you wish to receive information from the College by communicating with the Office Administrator. You can change your preferences by contacting Jess on: info@collegeofhealing.org

Gift Aid

Some donations you make will be eligible for Gift Aid and we claim Gift Aid on your behalf. Once we have received these funds from HMRC we adhere to the above. For the College to claim Gift Aid on your donation, you must currently pay Income Tax equal to or more than the amount of tax which will be reclaimed on your donation. The payment of other taxes such as Council Tax and VAT does not qualify.

As part of this process, the College is required to submit your details, including your address to HMRC and, in asking us to make a Gift Aid claim, you are giving us permission to use your personal details in this way.

Data Security

The College is committed to keeping your Personal Information secure and we do what is reasonable to protect your information. We will put in place, procedures and technologies to maintain the security of personal information and data, from the point of collection to the point of discarding / deleting that information; this includes password protected databases.

We do not have sub-contractors or partners who process information on our behalf.

Where your Information and Data is Held

In the Administrators Office and on the College Administrator's and Membership and Development Officer's computers and server. We transfer this data via password protected databases.

Cookies

We do not nor plan to use cookies on our website

How you can update your Information

The accuracy of your information is important. We are working on ways to make it easier for you to review and correct information e.g. contact details, that we hold. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: infor@collegeofhealing.org

Subject Access Requests

You have the right to request a copy of the information we hold about you. We reserve the right to charge a fee for information requests: £10. Please use our Subject Access Request Form to start this process.

Complaints

In the first instance, you should contact the College, using our standard complaints procedure. Any questions about the operation of this Policy or concerns that the Policy has not been adhered to, should be referred in the first instance to: info@collegeofhealing.org

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you

Third parties or publicly available sources:

We may receive personal data about you from various third parties and public sources as set out below re: Technical Data from the following parties:

- analytics providers such as Google based outside the EU.
- advertising networks [such as Facebook, Twitter LinkedIn and YouTube based inside or outside EU; and search information providers such as Google based inside or outside the EU.
- Contact, Financial and Transaction Data from providers of technical, payment and delivery services based inside or outside the EU.
- Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside the EU.

Marketing Communications

You will receive marketing communications from us if you have requested information from us or purchased goods or services from us and we will not share your personal data with any third party for marketing purposes.

You can ask us to stop sending you marketing messages or other emails at any time by following the unsubscribe link on marketing messages or emails sent to you; or by emailing us at: info@collegeofhealing.org.

International Transfers

Countries outside of the European Economic Area (EEA) do not always offer the same levels of protection to your personal data, so European law has prohibited transfers of personal data outside of the EEA unless the transfer meets certain criteria.

Third parties service providers may be based outside the European Economic Area (EEA) so their processing of your personal data will involve a transfer of data outside the EEA.

On the very few occasions when we may transfer your personal data out of the EEA, we do our best to ensure a similar degree of security of data by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission; or
- Where we use certain service providers, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission which give personal data the same protection it has in Europe; or
- Where we use providers based in the United States, we may transfer data to them if they are part of the EU-US Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US.

If none of the above safeguards is available, we may request your explicit consent to the specific transfer. You will have the right to withdraw this consent at any time.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we have to keep basic information about our clients and customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your data: see below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Third Party Links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of websites you visit.

Date of last revision: 24 July 2018