

Privacy policy March 2020

EHCAP Ltd is committed to your privacy

Welcome to EHCAP Ltd! We are committed to protecting and respecting your privacy and your data.

In order for EHCAP Ltd to provide you with relevant information we obviously need to ask you to share some personal information with us. We value your privacy and we are committed to meeting the requirements of data protection legislation. We invite you to take the time to read this policy carefully as we want you to be confident that the way EHCAP Ltd handles your data is completely transparent, fair and reasonable.

This Privacy Policy explains, amongst other things, why we ask you for some personal data, how we collect data from you when you visit our website, what we do with it, how long we keep it and your rights in relation to the data you have provided to us. We will provide details of how you can unsubscribe from EHCAP Ltd communications or ask for your data to be deleted.

We have tried to avoid using legal language and technical jargon. If you have any questions or concerns do please contact us info@EHCAP.co.uk

Personal data collected

Personal data is any information which personally identifies you. This might include your name, address or email address. The information we collect about you will be processed in accordance with this policy.

The main places that we gather personal data are:

When you register for an event or workshop

When you subscribe to the EHCAP Ltd email newsletter

When you use the Interactive Website www.emotioncoaching.groupsites.com ("the Website") and we sign you up to our News using your registration email

When you report a problem with the Website

When you contact us with an enquiry or complaint

Website data collected – Cookies and analytics

We collect information from you through the online forms, emails we send that you read and click, the pages you visit on our website after clicking emails or completing online forms.

Like many other organisations with a website we use technology, such as cookies and analytics, to gather usage information about our website and communications. This helps us understand their effectiveness and how you use them. We do this because we want to know the answers to questions like the following:

How many people are visiting our website?

Where have they come from?

What type of device they use (e.g. desktop computer, tablet or mobile phone) and the internet browser they are using? (This technical information is useful to check that the web pages we have designed appear correctly on your device.)

Which pages are they visiting and for how long?

What are they clicking on?

Cookies

In order to operate the EHCAP Ltd website, it is sometimes necessary to place small amounts of information on your personal device or computer so that you can take advantage of the full functionality of the website. These small files are called “cookies”.

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. Cookies cannot be used to recognise you personally but enable the website to recognise your device temporarily.

We use cookies to help administer the website and for internal operations, including troubleshooting, data analysis, testing, research, security, statistical and survey purposes. Some of these cookies are necessary for the website to function, while others allow the use of analytics so that we can measure how many people are using our site and provide an efficient service.

Analytics

We collect details of visits to the Website including, but not limited to, traffic data, location data, weblogs and other communication data and the resources and links that you access. With regard to each of your visits to the website we may automatically collect the following information:

- i) Technical information, including the Internet protocol (“IP”) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.
- ii) Information about your visit, including information that tells us the site you were previously browsing before coming to the EHCAP Ltd site, the pages you visited on the EHCAP Ltd site, and the page you went to when you left (known as the full Uniform Resource Locator (“URL”) clickstream to, through and from the Website, including date and time). We also track the pages you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), your email address if you filled in a form on the site and methods used to browse away from the page.

How we use your personal data

The primary way that we use the personal information that you share with us is to send you relevant emails about our news, events, resources, products and services through our subscription mailing list.

We also use personal info when:

Dealing with your enquiries and requests in a timely fashion – If you contact us with an enquiry, request or complaint we may keep a record of that correspondence to ensure that we can deal with it effectively.

Administering orders for paid-for products such as Tuning in to Teens Training Workshops, Mindful Emotion Coaching Workshops and Manuals.

Improving our site to ensure that content is presented in the most effective manner for you and for your computer.

Understanding what is of interest to you to improve and provide the most relevant content – We want to understand whether you are opening our emails, and, where relevant, clicking on links within the emails that take you to our website. We do this because we want to learn which emails you find interesting and engaging so that we can provide better content.

Inviting you to provide feedback or participate in research – We may ask you to complete surveys that we use for research purposes, to better understand how you use our resources, whether you find them useful and how we might improve them. Participation in such surveys is always voluntary.

Providing anonymised statistics on website usage or event attendance to funders to help demonstrate the impact our work has.

Carrying out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you have requested from us.

Notifying you about changes to our service or our privacy policy, or to give you notice that we will delete your data, unless you consent to continuing to receive communications.

As part of our efforts to keep our site safe and secure.

Our legal basis for collecting and processing your data

We at EHCAP Ltd collect and process your data on the basis that we clearly set out how we are going to collect and use your data in this privacy policy, and that you consent to such collection and processing when you sign up to our mailing list or visit our Website. We use Consent and Legitimate Interest as the General Data Protection Regulations (GDPR) basis to store and process your data.

If at any point you would like to opt-out or withdraw previously given consent please contact us info@EHCAP.co.uk . All our marketing emails contain unsubscribe links.

How we store and protect your personal data

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business or research need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Please note: In common with all other website owners we cannot guarantee the security of data that you transmit to us over the internet. The transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to the website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Who will see your data?

EHCAP Ltd values your privacy and will only share your data with other parties in very specific and limited circumstances. These are explained in this section:

We work very closely with Somerset County Council and with Somerset Partnership Trust including developing collaborative resources, conducting collaborative research projects and hosting joint events. In these cases personal data may be jointly shared and processed. Somerset County Council and Somerset Partnership Trust are committed to the same high standard of privacy and data protection as EHCAP Ltd.

Disclosures

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation (law enforcement or other authorities), or to protect the rights, property, or safety of EHCAP Ltd. We may use third party suppliers to help us process your data but only for the purposes identified in this policy. We will not sell, barter or rent your data.

Our website and communications may include links to third parties. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies and practices of any third party to whom we link. Please check these policies before you submit any personal data to these websites.

International information transfers

We may use trusted companies to process data within and outside the European Economic Area. We keep shared data to the minimum necessary, review the privacy policies of those companies and only work with companies we trust to keep your data safe.

How long will we hold your data?

Data you provide with consent (such as subscribing to the mailing list) is held until you withdraw that consent.

Data about how you engage with us, such as reading emails and browsing web pages is held for up to 8 years from the last time you engage with us.

Where you have participated in research we will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including where necessary for analysing research data (e.g., matching questionnaires administered before and after a project to the same participant, monitoring attendance at events which are part of a research project), and for the purposes of satisfying any legal, accounting, or funding report 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.

Your rights

The General Data Protection Regulation is a major new piece of data protection law that gives you rights and choices about how your data is used. In summary, the regulation includes the right to:

Fair processing of information and transparency over how we use your use personal information

Access to your personal information and to certain other supplementary information that this Privacy Policy is already designed to address

Require us to correct any mistakes in your information which we hold

Request the erasure of personal information concerning you in certain situations

Receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations

Object at any time to processing of personal information concerning you for direct marketing

Object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you

Object in certain other situations to our continued processing of your personal information

Otherwise restrict our processing of your personal information in certain circumstances

Complain to a supervisory authority if you believe we have misused your data

You can exercise your rights at any time by contacting us at 3 Ridgeway, Sherborne, Dorset, DT9 6BZ.

You can choose whether to receive marketing communications

EHCAP Ltd uses personal data to send subscribers emails with details about news, events, resources, products and services. You have the right to ask us not to process your personal data for marketing purposes. Every email we send to you will include details on how to change your communications preferences or unsubscribe from future communications.

You can choose to correct, update or delete your information

We want to make sure that your information is accurate and up to date. You may update it yourself by clicking on the 'Update your preferences' link at the bottom of each email.

If you would like us to remove the personal information we hold about you, please contact us at 3 Ridgeway, Sherborne, Dorset, DT9 6BZ .

Access to your information

If you would like to see what information we hold about you, you can request details under the Data Protection Act 1998 and the General Data Protection Regulation. Please send a description of the information you would like to see, together with proof of your identity, to 3 Ridgeway, Sherborne, Dorset, DT9 6BZ. No administration fee will be charged for considering or complying with such a request unless the request is deemed to be excessive or you require further copies.

You can find out more about your rights under Data Protection

For more information about your rights under the Data Protection Act 1998 and the General Data Protection Regulation go to the website of the Information Commissioner's Office at ico.org.uk.

If you have a complaint about EHCAP Ltd data processing

We hope that we can resolve any query or concern you raise about our use of your information, so please do contact us info@EHCAP.co.uk .

The General Data Protection Regulation (effective from 25 May 2018) also gives you the right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at ico.org.uk/concerns/ or telephone: 0303 123 1113.

Amendments

We review and update our privacy policy from time to time. Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our Privacy Policy. It was last updated March 2018.

Contact information and the Data Controller that looks after your data

Data protection law asks every company to make it clear who is responsible for looking after your personal data, so here are our details:

EHCAP Ltd – Dr Sarah Temple is the data controller of the data collected from you. The Website www.EHCAP.co.uk is owned and operated by EHCAP Ltd (“We”, “EHCAP Ltd”, “Us”). We are registered in England as a Limited Company (No: 09326311) and have our registered office at 3 Ridgeway, Sherborne, Dorset, DT9 6BZ .

Who is EHCAP Ltd? You can find out more about us, how we work, and our vision, mission, aims and objectives on our Website www.EHCAP.co.uk

If you have any questions or concerns about who we are or how we process your personal data then do please contact us info@EHCAP.co.uk .

General disclaimer

The information contained in this website is for general information purposes only. The information is provided by EHCAP Ltd and whilst we endeavour to keep the information up-to-date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of or in connection with the use of this website.

Through this website you are able to link to other websites which are not under the control of the EHCAP Ltd. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, EHCAP Ltd takes no responsibility for and will not be liable for the website being temporarily unavailable due to technical issues beyond our control.