

## PTSD Resolution Privacy Notice

Version 2.3 -last update 5th August 2024

### About Us

PTSD Resolution is a registered charity no. 1133188. Our registered office is PTSD Resolution Ltd., c/o Chantry House, 22 Upperton Road, Eastbourne, East Sussex. BN21 1BF

We are registered with the Information Commissioner's office, registration number Z2392760.

### Introduction

PTSD Resolution takes your privacy very seriously and is fully committed to ensuring that it is properly protected.

This Privacy Notice explains how we collect and use personal information of people who visit our website or give us their personal information, whether by telephone, e-mail, text/messaging service or face to face.

We update this privacy policy regularly to ensure that it complies with the latest regulations and best practice. The policy was last reviewed on 5th August 2024.

### How we use personal information

We use personal information for the following purposes:

- For visitors to our online shop (see our separate shop privacy policy at <https://ptsdresolution.org/pdf/Privacy%20Policy.pdf>)
- For visitors to our website:
  - We automatically collect technical information when users visit our website. This includes but is not limited to: IP addresses, browser type and version, operating system and platform.
  - We also collect information about user visits, such as which web pages were visited, the length of visits to certain pages, page interaction information and methods used to navigate away from pages. This may also include contact preferences.
- For those who make enquiries because of visiting our website
  - We retain any information provided to allow us to answer queries
- For veterans and their families who become clients and progress into treatment we use:
  - Your personal information to provide first-line help, support, and guidance.

## What information we collect about veterans and their families who may become clients?

- Personal Information:
  - This includes, but is not limited to, full name, postal address, telephone numbers, e mail addresses, date of birth, military and medical history, emergency contact and GP details.
- Special category information:
  - This includes, but may not be limited to, details of mental and physical health, alcohol intake, use of prescribed and non-prescribed drugs, any criminal offences or alleged offences. It could also include relationship or sexual history, sexual orientation, family and lifestyle details, employment details, religion, and cultural background.

## How we collect personal information

We collect information:

- From our website:
  - Using cookies and analytics software we track user activity
- Directly from enquiries:
  - Where information is provided directly by you via telephone, letter, text, e-mail, or otherwise
- When veterans and/or their families who consider entering treatment with us:
  - Through our initial screening process and/or during treatment sessions.
  - Through third parties: On occasion, with prior knowledge and consent from you, we collect personal information that is shared by third parties such as family members, friends or healthcare providers.

## Lawful basis

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

- We have a legitimate interest. If you make an enquiry, we need to retain your contact information in order to respond and inform you.
- We have a contractual obligation. If you and/or your family go on to become client(s), you will be entering a contract with us, and we need your personal data to fulfil the contract.
- Your consent. As a part of the sign-up process to become a client with us you will be asked to give your consent for your data to be held within the software we use so that it can function as intended.

## How we store personal information

We use:

- Commercial standard cloud-based services to which only authorised personnel have access.
- Clinical outcomes management software where data are stored in a highly secure, password-protected, two-factor authenticated environment.

## How long we keep personal information

Enquiries through our website:

- We retain your information for as long as is necessary to manage your enquiry.
- We routinely delete your data within 24 months of your enquiry once the enquiry process has been completed.

Where you receive treatment through us:

- Because we are legally obliged to do so, we will keep your personal information in our secure case management database for at least 7 years from the date of last treatment.

## Sharing personal Information

We will never sell, rent, or trade your personal information. We will share your personal information only where you have given your permission for us to do so or where we are under a duty to disclose or share personal information to comply with a legal obligation. The following situations require us to share information without your consent:

- Court Order – We are obliged to disclose information under a court order.
- Child Protection – Where there are concerns about the welfare of a child and potential child protection issues relating to potential physical, mental or sexual abuse or serious neglect.
  - Risk to self or Others – Where there is an imminent risk of serious harm to you or harm or exploitation of others. If you are seeking help and you are perpetrating a serious crime against someone or are actively suicidal, we are not able to protect your right to privacy. We must take appropriate action to protect the rights of children and vulnerable adults.

In addition, there may be occasions where we collaborate with outside services and will be required to share your information for reporting purposes. Where this is the case we will always get your consent prior to this.

## Your Rights

You have a number of rights when it comes to your personal information:

- **Right of access:** You have the right to request access to the personal information that we store and process about you.
- **Right to correct:** You have the right to have any errors or mistakes in your personal information corrected.
- **Right to restrict:** You have the right to restrict the processing of your personal information.
  - Following enquiry, should you no longer wish to be contacted by us you can request us to remove your contact information earlier than we would normally do so anyway (within a 24 month period)
- **Right to object:** In most circumstances you have the right to object to the processing of your personal information, except:
  - where the information is legitimately shared for safeguarding reasons
  - to protect people from harm
  - where it is a legal and professional requirement to share information.
- **Right to erasure:** You have the right to have your personal information deleted, except:
  - Where you have proceeded into treatment with us, when we then have a legal obligation to retain your clinical record for a period of 7 years after the end of your treatment.

To exercise any of the above rights, please contact [GDPR@ptsdresolution.org](mailto:GDPR@ptsdresolution.org)

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

PTSD Resolution Ltd., c/o Chantry House, 22 Upperton Road, Eastbourne, East Sussex. BN21 1BF

E:mail: [Complaints@ptsdresolution.org](mailto:Complaints@ptsdresolution.org)

You can also complain to the Information Commissioners Office (ICO) if you are unhappy with how we have used your data.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

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