

## Privacy Policy – 1<sup>st</sup> January 2025

### Our contact details

Address: 27-34 Roper Close, Canterbury

Phone Number: 01227 766441

E-mail: [info@communitycounsellortraining.co.uk](mailto:info@communitycounsellortraining.co.uk)

### The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To apply for courses
- To attend CPD trainings
- To enrol on study courses
- To be registered at the awarding body and receive certification

We use the information that you have given us to:

- Communicate with you during the process of applications
- Communicate with you as a student in order to keep you informed about your course
- Work with you remotely when necessary, e.g. via video meeting platforms etc
- Keep a record of your training and study activity during your time working with CCT
- Inform you about available trainings and future events

We may share some or all of this information with:

- Members of CCT staff
- Awarding bodies and certifying organisations

We do not share your information with any person or organisation other than CCT and its staff and associate tutors, and the awarding bodies.

## **GDPR**

Under the General Data Protection Regulation (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 CCT in writing.
- (b) We have a contractual obligation.
- (d) We have a vital interest.
- (f) We have a legitimate interest in order to go about our regular business.

## **How we store your personal information**

- Your information is securely stored at our offices. Paper records are kept in files under lock and key in lockable offices. Electronic data is kept on password protected cloud server systems and only shared with staff who have a relevant need to share in order to carry out regular business admin.
- We keep your data for as long as is necessary whilst you are attending our courses and up until you have qualified/left. We will then dispose of your information by:
  - Shredding paper records
  - Deleting electronic data from the server and any individual computers

## **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 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 [info@communitycounselortraining.co.uk](mailto:info@communitycounselortraining.co.uk) or 01227 766441 or in writing to 27-34 Roper Close, Canterbury CT2 7EP 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 data controller Chris Cawte at [chris@communitycounselortraining.co.uk](mailto:chris@communitycounselortraining.co.uk)

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>