**Privacy Policy**

The Trauma Recovery Clinic is committed to ensuring your personal information is secure at all times and that you have a clear understanding of how and why we use your personal data.

This privacy notice tells you how we use personal information we collect about you for a number of key business purposes.

If you have any queries in the interim please contact us.

**How we use your information**

**Visiting our website**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

**How we use cookies**

A cookie is a small file which asks permission to be placed on your computer’s hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

**Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

**Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes - if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [vicky@thetraumarecoveryclinic.co.uk]

- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

- You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to Dr Aldridge, The Trauma Recovery Clinic, 20 Orchid Drive, Farndon, Newark, Nottinghamshire, NG243TX

- If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Our website is hosted by GoDaddy, for details of the privacy statement for Go Daddy please visit www.godaddy.com

**Contacting us by email**

The Trauma Recovery Clinic stores emails on our servers so we can refer back to them to help resolve your enquiry.

We will ensure any personal data is kept to a minimum.

Our systems are GDPR compliant.

###### **Calling us**

###### If you call The Trauma Recovery Clinic we do not collect Call Line Identification (CLI) information. We do not record telephone calls. Any messages left on our voicemail system are responded to and then deleted after 30 days.

### **Your rights**

### You have a number of rights with regards to your personal data:

* You have the right to be given information about how your data is processed and why
* You have a right to access the personal data we hold about you
* You have the right to ensure the information we hold about you is accurate and complete
* You have the right to have your personal data deleted
* You have the right to ask the society to restrict processing your personal data
* You have the right to ask us to transfer your personal data
* You have the right to object to the society processing your data
* You have the right to withdraw consent to the society sending you information by email
* You have rights in relation to automated decision making and profiling

**Changes to this policy**

This Privacy Policy may be updated periodically and without prior notice to you to reflect changes in our information practices or relevant laws, please check back frequently to keep up to date.