



Trauma Recovery Centre (TRC) Privacy Policy

The Trauma Recovery Centre (“TRC”) is committed to protecting your personal data and this privacy notice states how we collect your data, how we store it and how we use it. In the document, “we” refers to the Trauma Recovery Centre and all the projects within the Charity. Throughout this policy “Data Protection Legislation” also refers to the UK General Data Protection Regulation (GDPR).

Who we are:

The Trauma Recovery Centre is a Registered Charity (1141659) and a Registered Company (7526611).

What personal information do we collect?

In summary, personal information is any information that can be used to identify you. We may collect and use the following information:

- Personal data
- Sensitive data

Such as (please note this is not an exhaustive list):

- Your name and contact information (including email address and phone number) and any other contact details you provide to us when you submit a request or enquiry via this website or email. These would be considered types of personal data.
- Your gender, date of birth, postcode and the relationship status which you provide, help us monitor the demographics of the people who use the Trauma Recovery Centre. These would be considered types of personal data.
- Information about your mental health, religious beliefs, ethnicity and physical health. This would be considered types of sensitive data.
- Personal information which you voluntarily provide to us when working with us in any capacity, such as employment, to volunteer or fundraise with us, for training purposes, or if you have requested to receive a regular e-newsletter.
- Records of any correspondence when you contact via email or telephone.
- Any other personal information shared with us when you request or work with us in line with our charitable purposes.
- Ongoing information about each contact that we have with you or professionals who we are in contact with to support you. This may constitute sensitive personal data.

For Therapy Centre or Assessment referral requests only, we also collect the following information: GP contact details, Social Care contact details (if applicable), and School or Education contact details, mental health history including details of medication taken and interventions provided, health information such as allergies, disabilities or learning difficulties.

For those using the Trauma Recovery Centre shop (online or in person), we collect the name of the purchaser, billing and shipping address and any other contact information you provide. We will also collect information of the items purchased, amount paid and method of payment.

The Trauma Recovery Centre is aware that email is not 100% secure and therefore if you have any concerns about the data that you want to pass to us, we are happy to accept encrypted or password protected documents. You can contact us to provide a password in a separate communication.



CCTV is in operation around the building in Bath in which we use, by the front door and also in our reception area. We are recording images but not sound. This is for the purpose of monitoring who comes into our building and the data is not retained unless there has been a significant incident in which the CCTV is able to be used as evidence.

We do not obtain any third-party information about you without your knowledge or consent.

Website Cookies

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie.

Cookies are useful because they allow a website to recognise a user's device and to target the content displayed to the user's interests. On its own, a cookie cannot be used to identify you.

There are two broad types of cookies - 'first party cookies' and 'third party cookies':

- First party cookies are cookies that are served directly by the website operator to your computer, and are often used to recognise your computer when it revisits that site and to remember your preferences as you browse the site. Our website uses these cookies. Social media sites like Instagram, Facebook, Youtube and X (formerly known as Twitter) all use these types of cookies too.
- Third party cookies are served by a service provider on behalf of the website operator, and can be used by the service provider to recognise your computer when you visit other web sites. Third party cookies are most commonly used for website analytics or advertising purposes or affiliate links. For example, we use these type of cookies for our Resources page when we link books we recommend to Amazon links so you can easily purchase them.

In addition, cookies may be either 'session cookies' or 'persistent cookies'. Your computer automatically removes session cookies once you close your browser. Persistent cookies will survive on your computer until an expiry date specified in the cookie itself, is reached. We use both session and persistent cookies.

The data we collect using website cookies helps us to:

- keep the website working (these are known as 'strictly necessary cookies')
- understand how users use the website and which pages they visit regularly (these are known as 'performance cookies').
- remember specific choices you make on the website so that when you next visit they are ready for you to continue using the website. (these are called 'functionality cookies')
- understand how you found our website, if you are a new user, where you are browsing, type of device being used, and any other browsing habits. This helps us to understand how the website is being used and how to make improvements. (this is called 'targeted cookies'). This could also help inform targeted advertising, but we don't currently have advertising on our website.

Although not through cookies, we do measure the success of the Newsletter emails we send, so we know what subject lines and stories people liked the most, and which buttons or links were clicked. We receive this information anonymously; we don't share this information.

We also use Google Analytics to make sure that we continue to make our website the best for customer experience. This information is anonymous and we don't share this information.



You can choose to opt out of Cookies, except the strictly necessary ones. If you choose to opt out of all cookies or you have a feature in your web browser that blocks all cookies, our website might not work as well as we had designed it to.

Why are we collecting your data?

We collect personal data to provide appropriate support, to monitor and assess the quality of our service, to fulfil our purposes as a charity and to comply with the law regarding data sharing. In legal terms, this is called 'legitimate interests'. When it is required, we may also ask your consent to process your data.

The categories of information that we may collect, hold and share include:

- Personal information (such as name, telephone number, address and email address)
- Characteristics (such as gender, ethnicity, language, nationality, country of birth)

In addition, Data Protection legislation states that there are certain categories of personal data which are more sensitive. This additional category is known as "special category data". The information which is included in this category is race, religious beliefs, political opinions, physical or mental health conditions. When providing this type of special category data, we may also ask for your explicit consent to process it.

Data for marketing, supporter research and fundraising.

From time to time, we may use the data that you have consented for us to hold to communicate with you about upcoming events, fundraising opportunities that we think you might enjoy, or to conduct further research such as surveys. This allows us to use our resources more effectively and make informed decisions based on what might interest our supporters.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activities.

How we store your data

We hold your data for varying lengths of time depending on the type of information in question but in doing so we always comply with Data Protection legislation. All of the data that we retain is subject to the controls of our data protection policy, so when your information is no longer required, we will ensure it is disposed of in a secure and confidential process.

Your data is kept on a secure server, accessible by all Therapy Centre staff and appropriate volunteers. Individual devices such as laptops, computers, tablets are all password protected. If paper copies of data or data on paper needs to be stored, this is kept in a locked cabinet, in a locked room which is in a secured building which is only accessible on a need to know basis.

Who we share your data with

When necessary, we share some aspects of your data with others:

- Our Clinical Team may share some details about your data with their Clinical Supervisor, which they are obliged to have in accordance with their professional standards and ethical framework. The TRC holds on record the names of each Clinical Supervisor which our Clinical Team interact with.



- Outside agencies such as Social Care, NHS, School, GP, Police and others. You will be asked to consent to the TRC sharing your data with these parties unless there are safeguarding concerns which take precedence over personal consent.
- Our secure database, Views Substance, may have access to your data if we request their support. Substance is ISO27001 accredited, and databases are backed up daily both locally and to a remote backup server and are encrypted using GDP with a 201it DSA keypair and 2048bit ELG-E key size. The Views system is hosted live using Rackspace, a UK based virtual hosting company.

How long will we keep your personal information?

The Trauma Recovery Centre will not keep your personal information for longer than is necessary in relation to the purposes for which it was originally collected. Please see our Data Records and Retention Policy for more information.

Your choices

You have a choice about whether you would like to receive information from us, such as direct marketing communications. If you do not want to receive direct marketing communications from us about the important work we do and our services, then you are welcome to unsubscribe at any time. We will not contact you for marketing purposes unless you have consented for us to do so.

If you are 16 or under

We want to make sure that your personal information is protected, particularly if you are under the age of 16. Please get your parent, carer or guardian's permission before you provide us with any personal information about yourself.

How to request your personal data

In accordance with UK Data Protection legislation, you have certain rights over the data that we hold about you (detailed below) and the right to request information about you that we hold. To make a request for some or all of your personal information, please email at admin@trc-uk.org or write to us at Trauma Recovery Centre, John Eccles House, Science Park, Robert Robinson Ave, Littlemore, Oxford, OX4 4GP. We may make a small charge for this service.

You also have the right to object to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress
- Prevent processing for the purpose of direct marketing
- Object to decisions being taken by automated means
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- Claim compensation for damages caused by a breach of the UK Data Protection Regulations.

If you have a concern about the way that we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

How to contact us

If you would like to discuss any of the information in this privacy notice, including how we maintain the security of your information and your rights to access information we hold on you, please contact: admin@trc-uk.org or alternatively you can write to us at: Trauma Recovery Centre, John Eccles House, Science Park, Robert Robinson Ave, Littlemore, Oxford, OX4 4GP



Future changes to this Privacy Notice

We keep this policy under regular review. We may update this policy from time to time. When we do, we will update the date at the bottom of the page. We encourage our users to frequently check this page to ensure they are informed of updates about how we are protecting the personal information we collect. If there are any significant changes made to the privacy notice, then we shall contact you and place a prominent notice on our website.

This document was last updated March 2025.