

PRIVACY, PODS AND YOU

Last updated: 05th June 2018

WHO WE ARE

We are Positive Outcomes for Dissociative Survivors (PODS), a project of Survivors Trauma and Abuse Recovery Trust (START).

To provide the training, resources and online services we do, we need to use your personal information. This document explains how we collect and use this information.

Our sites include:

- www.pods-online.org.uk, our main site
- information.pods-online.org.uk
- support.pods-online.org.uk
- networking.pods-online.org.uk
- shop.pods-online.org.uk
- events.pods-online.org.uk
- books.pods-online.org.uk
- start.pods-online.org.uk
- join.pods-online.org.uk
- counselling.pods-online.org.uk
- ootd.pods-online.org.uk
- www.carolynspring.com
- www.carolynspring.co.uk

This privacy policy applies to all of the above sites.

Find out more about who we are, what we do and why on our 'about us' page online, located at www.pods-online.org.uk/start-the-charity.

If you have any further questions regarding our privacy policy, please contact us at info@pods-online.org.uk.

WHAT PERSONAL DATA WE COLLECT AND WHY WE COLLECT IT

When you as a user interact with us at PODS, we use the data you give us so we can provide our services. We collect your personal information when you:

- Submit one of our support forms
- Purchase a subscription to become a Friend of PODS
- Post a comment
- Register for our networking directory
- Book onto a live training day
- Purchase any of our physical or downloadable resources
- Purchase and sign up for any of our online training

When you perform any of these actions, you are giving us consent to process the information you have provided so that we can perform that tasks related to your actions.

At any time, you can withdraw your consent by contacting us via email, phone and address. This does mean that we then cannot provide you with any services beyond that point unless you give us your consent again.

We keep the personal information we collect to the minimum needed to provide you with the best service we can. This personal data includes:

- Name
- Email address
- Home address and billing address
- Contact number
- Requests for special arrangements
- Networking region and county
- Area of your residence and practice
- Gift aid status

We understand that some of the information submitted on our website is very sensitive. We use this information so we can:

- Respond to requests and create personalised support documents
- Correctly display and maintain your details on our networking directory
- Keep an up to date and accurate therapist register for those looking for the support of a therapist
- Maintain an up to date account of subscriptions to ensure subscribers receive the correct benefits
- Prepare for your attendance at a training day
- Communicate with you electronically to provide you with booking confirmations, updates or changes to live training days, order summaries, instructions relating to your purchases and marketing

- Communicate in a more direct manner via a phone call if we need to verify information or update you urgently regarding the product you have chosen
- Provide access to our online training courses

WHO DO WE SHARE YOUR PERSONAL DATA WITH?

At START, we treat your personal data confidentially. To provide the service we do, we are in contract with a 3rd party who provides us with server/web hosting facilities. The 3rd party has no knowledge of this data, nor can it view, share or collect this specific data.

HOW DO WE SECURE YOUR PERSONAL DATA?

When we collect your personal information we use strict procedures and security features to prevent unauthorised access. However, no data transmission over the internet is 100% secure. As a result, while we try to protect your personal information, we cannot guarantee the security of any information you transmit to us and you do so at your own risk.

We are not responsible for the privacy policies and practices of other websites even if you accessed the third party website using links from our website. We recommend that you check the policy of each website you visit and contact the owner or operator of such website if you have concerns or questions.

HOW LONG DO WE KEEP YOUR PERSONAL DATA FOR?

With regard to networking directory located on networking.pods-online.org.uk, your data is kept indefinitely while you hold an account on that site. As a user, you can see and edit your personal information at any time, however you cannot change your username. Website administrators can see and edit the information as well. We store this information for administrative and security purposes.

With regard to form submissions on support.pods-online.org.uk, once we have provided you with the information requested, we only retain the data for 3 months, after which time it will be deleted.

With regard to subscriptions and renewals on join.pods-online.org.uk, your data is kept until your subscription expires. Once your subscription expires we will retain the information for the period required for legal and administrative purposes.

With regard to our online training, your data is kept indefinitely while you hold an account on carolynspring.com. As a user, you can see and edit your personal information at any time, however you cannot change your username. Website

administrators can see and edit the information as well. We store this information for administrative and security purposes.

When booking for live events, we will retain your personal information only for as long as is necessary to comply with our legal and administrative obligations.

With regard to purchases from our online shop, we only retain this information for a 6 month period to ensure we have a record should any queries arise.

USE OF COOKIES

All START sites use cookies, small pieces of information transferred to your computer's hard disk from a website. They allow websites to store information about your browsing patterns, making the website more useful to you. Many major sites use cookies. In fact, they are commonly used throughout the internet to offer personalised services. Most browsers are automatically set to accept cookies. Each time you use a website, the cookie is accessed. This way, it can track the features you use and the pages and content that you view on the website to help personalise your experience.

If you have an account on networking.pods-online.org.uk or carolynspring.com and try log in, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information. These login cookies last for two days. If you select 'Remember me', your login will persist for two weeks. If at any time you log out, the login cookies will be removed.

If you leave a comment on carolynspring.co.uk, you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for a year.

Additionally, we use Google Analytics to monitor the traffic on our web site. This is done through the use of cookies. Google Analytics' cookies record if people are new or returning users, which pages people viewed and for how long. We do not use this data beyond the site traffic statistics, and no personal information is collected during this process.

We use a Facebook pixel on our website. This is a code that helps track conversions from Facebook ads. It helps us build targeted audiences for future ads and remarket to qualified leads—people who have already taken some kind of action on our website. It works by placing and triggering cookies to track users as they interact with our website and our Facebook ads.

Finally, we use WooCommerce for our eCommerce stores encountered on shop.pods-online and events.pods-online. WooCommerce uses cookies to maintain your basket when shopping with us.

You may disable cookie support on your browser if you wish, however to use our sites you will need to have cookies enabled.

LINKING TO OTHER WEBSITES/ THIRD PARTY CONTENT

You may also find links to other external web sites on our sites. Examples of this would be helpful articles, information and books or resources. These sites are in no way endorsed by START and we recommend that you check the policy of each website you visit prior to entering any personal information.

Payments on our websites are processed externally by STRIPE and PayPal. This means that all sensitive data is transmitted directly to the payment processor without passing through our servers. This enables us to remain PCI-DSS compliant as we do not retain any of this sensitive data.

EMBEDDED CONTENT FROM OTHER SITES

On our sites there may be embedded content from other sites, for example the videos on carolynspring.com are hosted externally by vimeo.com and the online course structure provided by Zippy Courses. To enable you to access the online training, it may be necessary for these sites to use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content. However, unless you specifically visit their website and input your personal information no personal data is transferred to them.

YOUR RIGHTS IN RELATION TO YOUR PERSONAL DATA

Your rights to your personal data include:

- The right to access your personal information
- The right to have your information corrected or deleted
- The right to withdraw your consent for us to process your information
- The right to request a copy of the information we hold about you
- The right to restrict or object to the processing of your information
- The right to lodge a complaint with the Information Commissioner's Office

You can exercise these rights by getting in contact with us in the PODS office where we will strive to respond to each request as quickly as possible and fulfil the request as effectively as we can.

There may also be some circumstances when the rights may be limited, for example if we are asked to delete data which we are required to keep by law, or as an administrative requirement.

You can tell us at any time that you would prefer that we do not use your information for marketing purposes. If you would like to stop receiving news or product related emails from us, please contact us or use the 'unsubscribe' link provided in any of our email communications. We will stop sending them immediately. It should be noted that this will not stop you receiving booking or order confirmations, but may impact emails relating to online training courses.

HOW TO GET IN CONTACT WITH US

If you have any questions or concerns about our privacy policy, please feel free to get in contact with us in the PODS office by phone, email or post.

Monday – Friday, 9.00am – 5.00pm

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3 Archers Court
Huntingdon
PE29 6XG

01480 878409

info@pods-online.org.uk