

Privacy Policy

BeeLeaf Institute for Contemporary Psychotherapy understands that your privacy is important to you and that you care about how your personal data is collected, used and stored. Thank you for trusting us with some information about yourself.

Who are we?

We are BeeLeaf Institute for Contemporary Psychotherapy which is owned by BeeLeaf Training Ltd. Our registered address is 4a Roman Rd London E6 3RX.

Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

“Account”	means an account required to access and/or use certain areas and features of Our Site;
“Cookie”	means a small text file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site.
“Personal Data”	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to Us via Our Site. This definition shall, where applicable, incorporate the definitions provided in the General Data Protection Regulation (“GDPR”);
“Process”	we “process” your personal data when we do anything with it, which might include: collecting, recording, organising, storing, adapting, altering, retrieving, using, combining, disclosing, or deleting it.
“special category data”	personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, sex life or sexual orientation, health, genetic or biometric data.
“We/Us/Our”	means BeeLeaf Training Ltd trading as BeeLeaf Institute for Contemporary Psychotherapy

What Personal Data Do We Collect?

All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data (e.g. by subscribing to emails, submitting a course application), or because it is in our legitimate interests.

Depending upon your use of our website, we may collect some or all of the following personal data.

If you email us to request information by direct email or by using the Contact Form on our website we will collect your name and email address and other personal information you may choose to share about

yourself, such as current occupation, health conditions, family circumstances, telephone number. We will use this information to respond to you.

We use various social media and communications platforms including [Zoom](#), [Facebook](#) and [Twitter](#). Click on each to see their Privacy Policy. If you engage in our posts on these platforms we will only be able to identify information about you based on the security settings you have setup within each of those social media platforms. We do not have control over those settings. If you join a Zoom session we will use the email address you have given us to send you the link.

If you purchase a downloadable product we will collect your name and contact details and record of what you have purchased so we can identify you and communicate with you in relation to services and products that you are entitled to under the terms of the agreement. You may be asked to make a payment online. We do not receive or store your credit/Debit card details. Card payments are handled by an external secure processor '[Paypal](#)' in accordance with their data security policies. So this means that when you buy something on our website you are redirected to the Paypal website to make the payment.

If you subscribe to our newsletter we will collect your name and email address using 'Mailchimp' so that we can send you information you have requested. Mailchimp as our marketing platform. They store your data in the USA and comply with the EU-US Privacy Shield Framework, protecting your data. See Mailchimp's [privacy policy here](#). We monitor which emails are opened and which links are clicked within the mail. This enables us to improve what we send.

When you apply to become a Student and enrol on a training course with us you may be asked to provide some / all of the further information about yourself such as that listed below depending on the training course. We need this information so we can provide you with an enrolment agreement and receive payment from you in accordance with that agreement. We also need the information to identify you and communicate with you in relation to services and products that you are entitled to under the terms of the enrolment agreement. You may be asked to make a payment online. We do not receive or store your credit/Debit card details. Card payments are handled by an external secure processor '[Paypal](#)' in accordance with their data security policies. So this means that when you buy something on our website you are redirected to the Paypal website to make the payment.

- Name
- Date of birth
- Contact information such as email address, land address and telephone number
- Employment history, academic & relevant qualifications
- Membership of professional registers
- Physical health conditions, mental health conditions including whether or not you have a disability for which the organisation needs to make reasonable adjustments;
- Self reflection;
- Reasons for wanting to enrol on a training course with us;
- References that include name and contact details and of the Referees;
- Identify verification obtained from your passport or other identity documents such as your driving licence.

As a Student enrolled on a course with us we require the above data so that we can perform the following:

- Carry out assessment, monitor academic progress over the period of enrolment and where appropriate recommend award of qualifications;
- Authorise verification of enrolment status or of awarded qualifications post- study;
- Operate and keep a record of complaints, disciplinary cases and academic appeal processes, to ensure acceptable conduct within the Institute;
- Ensure effective general student administration;
- Respond to and defend against legal claims.

Some of our training courses require that you agree to adhere to our Codes of Ethics and other Regulations, thereby becoming a Member of our Register. You may choose to create an account using your name and email address in order to access the Member only resources area of our site. As a Member you will need to renew

your Membership annually and/or upon enrolment and provide information about yourself and your professional practice. You may need to pay a membership fee (see *Financial and Credit Card Details* below). As a Member you may advertise your professional services on our Directory of Therapists on our site where you can choose how much personal data you wish to make publicly available. You may choose to join our members only social Media groups such as Facebook. Facebook will keep your information in accordance with Facebook's privacy policies here: <https://www.facebook.com/about/privacy/update>.

If you work for us on a paid or voluntary Basis we may require your name, address and contact details, (including details of who to contact in the event of an emergency, details of your qualifications, skills, experience and employment history; details of your bank account for the purpose of remuneration.

Our Use of Cookies

Our Site may place and access Cookies which are pieces of computer codes, on your computer or device. We use Cookies to facilitate and improve your experience of our site and to provide and improve our products and services. For example we use Google analytics, which also use Cookies. Website analytics refers to a set of tools used to collect and analyse usage statistics, enabling us to better understand how people use Our Site. For more details, please refer to [Our Cookie Policy](#).

Financial and Credit Card Details

We do not receive or store your credit/Debit card details. Card payments are handled by an external secure processor '[Paypal](#)' in accordance with their data security policies. So this means that when you buy something on our website you are redirected to the Paypal website to make the payment.

We receive limited information from our processor '[Paypal](#)' for us to tie up your payment with your invoice. If you pay us by BACS or direct transfer, we know only what the bank tells us, which is usually the name of the person who paid us and how much and the reference number.

How and Where Do We Store Your Data?

We only keep your personal data only for as long as we need to in order to use it as described above and/or for as long as we have your permission to keep it.

We use mainstream software platforms and companies that meet the strict security standards required under GDPR law. Your data will be stored in the U.K and the European Economic Area (EEA). If we do store data outside the EEA, we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the U.K and under the GDPR. For example, some may be held in services in the USA (with suitable data privacy shields).

Do We Share Your Data?

We do not sell or exchange your personal data with organisations who may want to sell you something or use your data for research or other purposes except when in certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal obligations, a court order, or a governmental authority.

People

Your information is held in the strictest confidence by all of our staff who are all contracted to strict confidentiality clauses.

We have an outsourced support team, which may include Virtual Assistants, Telephone Answering Service, Web Designers, IT support, Sales and Marketing, Accounting, Teaching, Assessors, Tutors and more. They have limited access to your data, where the service they provide to us means they need it.

For example, if we invoice you, our Accountant needs to process the information in the invoice. If you telephone us our call answering service may ask for your name and telephone number so we can respond to your call. If you apply for a training course with us our training management team need to know particular information about you to assess if the course is suitable for you.

We are regularly audited by our professional accrediting body; UKCP who may for example ask to see samples of course work to ensure we are meeting their standards, or verify your details for the purpose of membership of their Register.

Retention Periods

We need to retain information long enough to satisfy HMRC, our insurers and professional bodies and provide the goods and services you have purchased from us. We therefore retain customer data for up to 10 years.

We keep information on prospective customers long enough to make our sales enquiry system effective which is 5 years. After 5 years if you become a customer we will retain the data we have about you. If you have not become a customer at the end of that period your data will be securely deleted. If you subscribed to a newsletter or updates list, or you have provided your data on our Directory of Therapists on our website you will remain on the list(s) / Directory you joined until you unsubscribe from that list / Directory.

Your Rights

As a data subject, you have the following rights under the GDPR, which this Policy and our use of personal data have been designed to uphold:

- The right to be informed about our collection and use of personal data;
- The right of access to the personal data we hold about you;
- The right to rectification if any personal data we hold about you is inaccurate or incomplete (please contact us using the details at the end of this policy);
- The right to be forgotten – that does have some legal limits to it. If you want us to remove information about you, let us know. If you have been a customer, we may not be able to remove all data as we will have to ensure that we can continue to comply with legal, accounting, taxation and our insurer's requirements;
- The right to restrict (i.e. prevent) the processing of your personal data;
- The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
- The right to object to us using your personal data for particular purposes;
- Rights with respect to automated decision making and profiling;
- If you have any cause for complaint about our use of your personal data, please contact us using the details provided at the end of this policy and we will do our best to solve the problem for you. If we are unable to help, you also have the right to make a complaint with the UK's supervisory authority, the Information Commissioner's Office (ICO).

How Can You Control Your Data?

In addition to your rights under the GDPR, described above, when you submit personal data via our website, you may be given options to restrict our use of your data. In particular, we aim to give you strong controls on our use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from us which you may do by unsubscribing using the links provided in our emails and at the point of providing your details and by managing your Account.

Your Right to Withhold Information

You may access certain areas of our site without providing any data at all. However, to use all features and functions available on our site you may be required to submit or allow for the collection of certain data.

You may restrict our use of cookies. See later in the policy under ‘Our use of cookies.’ You can also see a detailed table of information about our [Cookies here](#).

How Can You Access Your Data?

You have the right to ask for a copy of your personal data held by us. Please read our [SAR Policy](#).

If you have any questions about our site or this Privacy Policy, please contact us by email at info@beeleaf.com, by telephone on 020 8983 9699, or by post at 34 Grove Rd, London E3 5AX.

Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes and/or any of the products and services that we offer change). Any changes will be immediately posted on our site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.