



The Playful Therapist Privacy Notice: 2020

Scope

In this document, the terms “we”, “us”, “our” and/or “The Playful Therapist” refer to The Playful Therapist. The term “you” and/or “your” refer to all service users of The Playful Therapist or their advocates, to whom this policy applies. This policy may be subject to change and statutory updates at our discretion.

Policy Statement

Welcome to The Playful Therapists Privacy Policy for website users

We care deeply about the privacy of our visitors and users and are fully committed to protecting your personal information and using it properly in compliance with data privacy laws and the GDPR (May 2018). This policy describes how we may collect and use personal information, and the rights and choices available to our visitors and users regarding such information.

In the interests of being entirely transparent we want to share with you how we collect your personal data and even more importantly how we keep it safe. We do not rent, sell or trade email lists with other companies or businesses for marketing data.

What type of information do we collect?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, if you purchase any of the trainings offered or downloadable resources, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password for the training course; computer and connection information and purchase history. We may use software tools (such as cookies) to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information from training participants (including name, email, course password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile. For those who purchase items through our online shop or other online mediums used to sell items (such as Facebook, PayPal, Ebay, etc), we will also collect personally identifiable information such as name, address, payment details and contact information.



How do we collect information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

How do we store, use, share and disclose your site visitors' personal information?

Our company is hosted on the one.com platform. One.com provides us with the online platform that allows us to sell our products, trainings and services to you. Your data may be stored through one.com's data storage, databases and the general one.com applications. They store your data on secure servers behind a firewall.

Visitors to our Website

When someone visits www.theplayfultherapist.org.uk we use third party suppliers, one.com and Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out such things as the number of visitors to various parts of the site. The information is processed in a way which does not identify anyone. We do not make, and do not allow Google to make any attempt to find out the identities of those visiting our website. You can find more information on how our cookies are used on this website in the one.com [Cookies Policy](#) or Google Analytics [Cookie Policy](#)

If at any point we do want to collect personally identifiable information through our website, we will be upfront about this. We will make it clear when we collect personal information and we will explain what we intend to do with it.

Subscribers to our Newsletter/Email content

As part of the registration process for our newsletter or to get access to our downloadable content, we collect your email address. You can also add in other personal information such as your first name and surname if you choose, however this is not essential and can be updated or removed at any time. We use your email address to tell you about our services, products, training and relevant news. We may also contact you on occasion to check our records are correct or to seek your feedback and make sure that you're satisfied. We do NOT rent or trade email lists with any other organisations or businesses.

We use a third party provider, Mailchimp, to deliver our newsletter / email communications. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our newsletter. For more information, please see [Mailchimp's Privacy Notice](#).



You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing us at natalie@theplayfultherapist.org.uk

Registrants for Training or Events

When you purchase or reserve a place at a training, workshop or event organised by The Playful Therapist, you will do this through a third-party supplier, Eventbrite, Facebook or Course Craft. Upon registration you will supply us with your permission to capture and use your personal data to communicate with you regarding the details of the course, to check that you are a suitable candidate to attend, to ensure that we can meet your personal needs and to process any payment required. For more information, please see: [Eventbrite's Privacy Policy](#), [Facebook's Privacy Policy](#), [Course Craft Privacy policy](#)

Following the event if we have your consent, your email address and name will be transferred across to Mailchimp in order that you can receive our newsletter and occasional targeted communications. As mentioned previously, you can unsubscribe from future communications at any point.

Other Third Party Suppliers

The only others we may share your data with are selected business partners who help us to function efficiently and within the law. Such partners may include:

- IT service providers that help us with our internal IT issues
- Lawyers representing us in the event of a legal claim and who advise us generally
- Regulators and law enforcement agencies (if there is a legal reason to share your data with them)
- Search engine operators that help us understand how to improve our visibility online
- Any organisation related to keeping children and families safe if and when necessary (i.e. Social Services, school, the police)
- Limited and anonymised data may be shared with our governing body: Play Therapy UK (PTUK) for research purposes

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.



Access to your Personal Information

You are entitled to view, amend, or delete the personal information that we hold. Email your request to natalie@theplayfultherapist.org.uk detailing what you would like to view and how you would like to be contacted with this information.

Policy written by: Natalie Palmer

This Privacy Notice was last updated on: 14th April 2020

Next update due: 14th April 2021