



Privacy statement

This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. It also contains useful information about who to contact in the event you have a question or query.

NATP Data Protection Privacy Notice

This Privacy Policy sets out details of the personal data that the NATP collects, and the ways in which it may use that information.

The data that the NATP requests and why it needs them

We want to deliver the best possible member and customer experience so you will be asked to share personal data with us in order to help us process your requirements and deliver the services you have requested. We may also use this information to enhance the services we provide and improve your experience of using them, for example, our websites, online community, events registration portal and other online services.

Typically, the following details are required in order to supply any products that you have ordered, or for event registration purposes: name, address and other contact information such as telephone number and email address. If you are (or are applying to become) a member of NATP, your personal data will be used to provide the members' services that you require.

What NATP does with your data

The NATP protects the privacy of your information using secure servers. The information that you provide will be kept confidential and only used to support the NATP's relationship with you.

Your details will be made available, as appropriate to those officers of the NATP who are responsible for the services that you request. Services such as Listening Circles, Trigger Clinics, One to One's, Training and other resources.

If you are a member or customer of the NATP your information will be processed by the NATP for its sole use and that of its associated organisations, for the purpose of promoting, delivering and improving your experience of the NATP, its products and services or such other purposes as are described in this Privacy Statement.



Your personal data may be disclosed and transferred to third parties in the UK, to help us deliver our service to you and to enable the NATP to meet any legal or other legitimate obligations.

Your personal data may also be disclosed and transferred to third parties outside of the UK and European Economic Area (the “EEA”), to help us deliver services to you and to enable the NATP to meet any legal or other legitimate obligations in that country.

In both instances, we ensure all such third parties have appropriate measures and controls in place to protect your information, in accordance with applicable data protection laws and regulations and regulatory guidance in place at any given time.

The NATP uses payment services providers, for example, Wix, Stripe, Realex and Paypal to enable you to make purchases on the NATP’s Webshop or to pay online for other services. The NATP makes it clear on the payment pages that you are being transferred to one of these sites.

Otherwise, except for the purposes of law enforcement, regulation or legal proceedings, or with your explicit permission, the NATP will not give or sell your personal data.

Data protection law and the NATP

The NATP operates under the European General Data Protection Regulation (‘GDPR’). The GDPR applies to ‘personal data’ we process. Under the GDPR, the data protection principles set out the main responsibilities for organisations and the NATP is responsible for and must be able to demonstrate, compliance with the principles.

We must ensure that personal data shall be:

1. processed lawfully, fairly and in a transparent manner
2. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
3. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed
4. accurate and where necessary kept up to date
5. kept for no longer than is necessary for the purposes for which the personal data are processed: *We retain your information in accordance with our information security, data*



retention and deletion policies. These set out the criteria we use to determine how long we keep information. When deciding what to retain, we take into account what information we need to best provide you with services, to manage your relationship with us, meet our statutory and legal obligations and meet our members' and customers' reasonable expectations.

6. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

The NATP processes your personal data based on contract, legitimate interests or by obtaining consent.

To meet its Data Protection obligations under GDPR, the NATP has established comprehensive and proportionate governance measures.

An individual's rights under data protection law

Under the GDPR an individual has the following rights in respect of the personal data processed by the NATP:

1. The right to be informed about how the NATP uses personal data. This Privacy Statement explains who we are; the purposes for which we process personal data and our legitimate interests in so doing; the categories of data we process; third party disclosures; and details of transfers of personal data outside the UK.
2. The right of access to the personal data we hold. In most cases, this will be free of charge and must be provided within one month of receipt. Please contact the NATP's Data Protection Officer to request this.
3. The right to rectification where data are inaccurate or incomplete. In such cases, we shall make any amendments or additions within one month of your request.



4. The right to erasure of personal data, but only in very specific circumstances, typically where the personal data are no longer necessary in relation to the purpose for which it was originally collected or processed; or, in certain cases where we have relied on consent to process the data when that consent is withdrawn and there is no other legitimate reason for continuing to process that data; or when the individual objects to the processing and there is no overriding legitimate interest for continuing the processing.
5. The right to restrict processing, for example, while we are reviewing the accuracy or completeness of data or deciding on whether any request for erasure is valid. In such cases, we shall continue to store the data, but not further process it until such time as we have resolved the issue. The right to data portability which, subject to a number of qualifying conditions, allows individuals to obtain and reuse their personal data for their own purposes across different services.
6. The right to object in cases where processing is based on legitimate interests, where the NATP requirement to process the data are overridden by the rights of the individual concerned; or for the purposes of direct marketing (including profiling); or for processing for purposes of scientific or historical research and statistics, unless this is for necessary for the performance of a public interest task.



7. Rights in relation to automated decision making and profiling.

The NATP's supervisory authority for GDPR compliance is the UK Information Commissioner (www.ico.org.uk):

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Please contact the Information Commissioner's Office for more information about the GDPR and your rights under data protection law.

If you have a complaint about data protection at the NATP please contact us at www.COECT.co.uk.

Amending or accessing your personal information preferences

The accuracy of your personal details is important to the NATP.

Please ensure that you provide enough information for staff to identify you (such as the address that the NATP is using to communicate with you and your membership number if you are a member).

Questions and comments

You can request a copy of the personal data that the NATP holds about you. Please apply in writing to the NATP's business address, including your name, address, telephone number, and membership number if you have one.

Your responsibilities

Your passwords are your responsibility. For your own protection and to protect your personal data, you should not disclose your passwords, including your NATP account password, to any third party.

If you access NATP websites from a PC that can be used by any other person, make sure you always follow good security practices.

If you suspect that your password or account information has been compromised, please inform us promptly and change your password immediately.



If you choose to log in to our websites using a social media log in, you are granting permissions to that social media provider to share your user details with us.

Updates to this policy

The privacy of members and visitors is important to the NATP. This policy will be kept under continual review, and changes may be made from time to time.

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