

Privacy Policy

Introduction

Data protection is of a particularly high priority for the management of Metanoia Institute. We are a company registered in England and Wales (reg. number 2918520). The address of our registered office is 13 North Common Road, Ealing, London, W5 2QB, United Kingdom. We can be contacted in relation to any data related queries by telephone on 020 8579 2505, by email on info@metanoia.ac.uk or by post on our registered office address, listed above.

The use of the web pages of the Metanoia Institute on www.metanoia.ac.uk and www.metanoiatherapists.co.uk is possible without any indication of personal data; however, if you want to use special enterprise services via our website, such as making an online application for one of our programmes, sending an enquiry through our online forms, applying to be listed on our therapist directory and creating a therapist profile, processing of personal data could become necessary. If the processing of personal data is necessary and there is no statutory basis for such processing, we generally obtain consent from you.

The processing of personal data, such as the name, address, e-mail address, or telephone number of a data subject shall always be in line with the General Data Protection Regulation (GDPR), and in accordance with the country-specific data protection regulations applicable to Metanoia Institute. By means of this privacy policy, we would like to inform the general public of the nature, scope, and purpose of the personal data we collect, use and process. Furthermore, we would like to

inform you of the rights to which you are entitled. This information is also available in further detail in our [Privacy Notice](#).

As the controller, Metanoia Institute has implemented numerous technical and organisational changes to ensure the most complete protection of personal data processed through our websites. However, Internet-based data transmissions may in principle have security gaps, so absolute protection may not be guaranteed. For this reason, you may choose to transfer personal data to us via alternative means, e.g. by telephone or post.

Cookies

The Internet pages of Metanoia Institute use cookies as many other websites out there. We do this to ensure we provide you with the best user experience while you browse our pages. It also presents us with an opportunity to improve our web services. By visiting or using our website with your browser set to allow cookies, you are giving us your consent to our use of cookies for the purposes explicitly states above.

Cookies are text files that are stored in a computer system via an Internet browser. Many cookies contain a so-called cookie ID. A cookie ID is a unique identifier of the cookie. It consists of a character string through which Internet pages and servers can be assigned to the specific Internet browser in which the cookie was stored. You may, at any time, prevent the setting of cookies through our website by changing the settings of the browser you are using. Furthermore, already set cookies may be

deleted at any time via an Internet browser or other software programs. This is possible in all popular Internet browsers. If you deactivate the setting of cookies in your Internet browser, not all functions of our website may be entirely usable.

What personal data we collect about you

When you visit our website, create a therapist profile, make an application for a training programme or listing on our therapist directory, or contact us via the website form, we may collect some or all of the following personal information about you:

- Name
- Date of birth
- Sex
- Age
- Billing and professional practice address
- Email address
- Phone number
- Username and password
- Your images and other user content
- Your correspondence with and from Metanoia Institute.
- Your preferences about receiving communication for Metanoia Institute.
- Information about your use of Metanoia Institute websites, and your browsing and online activities; and details we may ask you to submit to verify your identity.
- Payment method (credit or debit card) details.

We may also collect some of this personal information from third parties who have your consent to pass your details to us.

What we use your personal information for

Your personal data is collected, processed, stored and used by us for various reasons, but with the intention to provide you with the best customer service and experience as our potential or current student or client.

When you create a therapist profile, make an online application or contact us via our website form, we need to process certain information that allows us:

- To provide a service to you
- To process payments for our services
- To enrol you in a training programme
- To provide customer support
- To improve your user experience
- To contact you via email and/or telephone in relation to your enquiry.

By creating an account on our therapist directory, you give us your consent to send you emails for marketing and promotional purposes and express your wish your contact details to be listed publicly on the Internet, however, you can withdraw this consent or ask us to remove your listing at any time by emailing us on info@metanoia.ac.uk.

For legitimate business reasons we will also process your data for customer satisfaction and customer experience improvement purposes, such as by analysing

data we hold about you, and combining it with data held by third parties. We do this to create a customer profile based on interest, demographic and other factors and create services and offers that would be of the most value to you. We would also use this data in connection with the prevention and detection of fraud and other crime.

In addition, we may automatically collect anonymous information about your use of our website. This includes the number of pages you visit and their content, what web browser you use, and how you ended up on our website. There is no way you could be identified from this information. However, it helps us to analyse the behaviour of our visitors, potential and current customers and therefore optimise our service and advertising.

Who has access to your personal data

We will generally not disclose your personal data to any other third parties with the exclusion of subsidiary and/or affiliated companies such as payment service providers. The details you have listed or requested to be listed on our Therapist directory are displayed publicly and therefore available for all Internet users to view, copy or distribute. For the purpose of service provision to you, we share data with these categories of third parties:

- Information technology companies
- Payment processing companies
- Fraud prevention companies

Your personal data will not be shared with any other organisations without your explicit permission unless we are legally entitled or required to do so.

How long we store your personal data for

Your personal data will be stored for the period of 24 months. If you do not log into your account within this period, all information we store of you will be permanently deleted. We will retain other minimal data for tax and anti-fraud purposes.

How we protect your personal data

We make every effort to minimise the possibility of unauthorised or unlawful processing of your personal data or accidental loss or destruction of, or damage to, your personal data. For this purpose, we have taken a number of technical and organisational measures. We believe the measures implemented by our site reduce the likelihood of security problems to a level appropriate to the type of data involved. We have security measures in place to protect our database of Users and access to this database is restricted internally.

Your rights in regards to the personal data we hold about you

In accordance with GDPR we would like to inform you of the right you have in relation to your data collected, processed, stored and used by us. You have the right to:

- Request access to your data for free
- Request your data to be corrected if not accurate or outdated
- Ask us to stop using your data for certain purposes, for example sending you marketing and promotional emails and text messages
- Request to be forgotten (we would remove your personal data from our records)
- Withdraw at any time when this is the legal basis for our processing.

If you wish to discuss or exercise any of these rights, please contact us at info@metanoia.co.uk.

Marketing and analytical tools we use

As mentioned above we collect and analyse some of your data to create offers of value for you. To help us do that we use the third parties listed below. Please note that each one of them have their own privacy policy and you should familiarise yourself with it.

- [Google Analytics](#)
- [Facebook](#)

This policy has been last updated on 13th June 2018.

