

Colehill Trainee Counsellor Centre (CTCC) Privacy Policy

Introduction

Welcome to CTCC, an education training provider based in the UK. Your privacy is important to us, and we are committed to protecting the personal information of our students, employees, and website visitors. This Privacy Policy explains how we collect, use, store, and protect your data when you interact with our website and services.

1. Information We Collect

We may collect and process the following types of personal data:

- Name, email address, phone number, and other contact details.
- Billing and payment information for course enrolments.
- Information related to your training progress, certification, and feedback.
- Technical data such as IP address, browser type, and device information when using our website.

2. How We Use Your Information

We use your personal data to:

- Provide and manage our education and training services.
- Process payments and enrolments.
- Communicate with you about courses, updates, and answer any queries.
- Improve our website, services, and user experience.

3. Data Sharing and Third Parties

We do not sell or rent your personal data. However, we may share your information with:

- Payment processors to facilitate transactions.
- Accrediting bodies for certification purposes.
- Service providers assisting with website analytics, hosting, and customer support.
- Government authorities when required by law.

4. Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, loss, or misuse. However, no online data transmission can be guaranteed to be 100% secure.

5. Your Rights

Any personal data is kept in accordance with the GDPR, 2018. Under these guidelines you have the right to:

- Access and request a copy of your personal data.
- Request corrections to inaccurate or incomplete information.
- Withdraw consent or request deletion of your data where applicable.
- Object to processing for certain purposes, such as direct marketing.

If you would like to make a request relating to any of the rights above, please send a request by emailing to: contact@traineecounsellor.co.uk

6. Cookies and Tracking Technologies

Our website may use cookies to improve user experience. You can manage cookie preferences through your browser settings.

7. Contact Us

If you have any questions about this Privacy Policy or your personal data, please contact us at: contact@traineecounsellor.co.uk

8. How to make a complaint

If you have any questions about this privacy policy or the way in which we handle your personal information, or if you wish to make a complaint, please contact us by email.

If you are unhappy with our response, you may then raise your concern directly with the Information Commissioner's Office:

Information Commissioner's Office, Wycliffe House, Cheshire, SK9 5AF

Alternatively, you can [visit the ICO website](#).

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