



The Trauma Response Network (TRN) is a registered charity which provides pro-bono therapy and support to people in Great Britain affected by a mass trauma event. Our service is delivered online.

We aim to co-ordinate access to trauma support for those who have suffered a mass trauma or for those indirectly affected by such events.

Privacy Policy

Version Date: 4th March 2026

Approved by: TRN Trustees

Review Date: 3rd March 2028

Privacy Policy Trauma Response Network Limited (“We”) are committed to protecting and respecting your privacy.

This policy (together with our terms of use at [EMDR | Trauma Response Network | Great Britain](https://traumaresponsenetwork.org/) and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting <https://traumaresponsenetwork.org/> you are accepting and consenting to the practices described in this policy.

For the purpose of the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 1998 (the Act), the data controller is Trauma Response Network Limited (Company Number: 10972527) of Hursley Campus, Hursley Park Road, Hursley, Winchester, Hampshire, England, SO21 2JN.

Information we collect from you

UK GDPR requires us to state why we are legally allowed to process data. This includes - Consent, Contractual necessity, Legal obligation, Legitimate interests, and for health data: explicit consent or provision of health/social care, Access, Rectification, Erasure, Restriction of processing, Data portability, Object to processing, Withdraw consent at any time, and Not be subject to automated decision-making (if applicable).

Under UK GDPR you have the right to complain to the Information Commissioners’ Office (**ICO**) <https://ico.org.uk/>

We will collect and process the following data about you:

Information you give us: This is information about you that you give us by filling in forms on our site <https://traumaresponsenetwork.org/> or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you register to use our site, subscribe to our service, participate in discussion boards or other social media functions on our site and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, personal description and information about your medical history.

Information we collect about you: We may collect information about your computer, including (where available) your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users’ browsing actions and patterns and does not identify any individual.

Cookies

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer’s hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us to:

- estimate our audience size and usage pattern.
- store information about your preferences and so allow us to customise our site according to your individual interests.
- speed up your searches.

- recognise you when you return to our site.

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them, see our Cookie policy. Cookies are non-essential and users can manage or withdraw consent.

Uses made of the information

We use information held about you in the following ways:

Information you give to us. We will use this information:

- to carry out the services offered by us;
- to provide you with the information and services that you request from us;
- notify you of any changes to our services.
- Information we collect about you.

We will use this information:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure.

Information we may disclose to third parties:

We will use this information if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or to protect the rights, property, or safety of us, our clients or others.

Your personal data

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We will only retain personal information for as long as necessary to fulfil the purposes for which it was collected, and to comply with legal, regulatory and contractual obligations. In line with professional insurance requirements, we will keep client records for seven years after the end of therapy or for children, for seven years after they turn 18 or 25 if they have additional needs.

For the purposes of research data may be kept for longer, but will be anonymised and therefore not contain any personal information.

Data is stored with Microsoft Cloud Services.

Links to other websites

Our site may, from time to time, contain links to and from third party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request will be subject to a fee to meet our costs in providing you with details of the information we hold about you.

Those for whom we hold personal data has the right to request that their data be erased, but we cannot erase records that we are legally or contractually required to keep such as for insurance purposes.

Changes to our privacy policy

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to admin@turn2trn.org