**Privacy Policy**

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**Who we are**

GDPR Compliance – Illuminated Psychology Ltd

Company No: 15546537
Registered in England and Wales
Registered Address: 71-75 Shelton Street Covent Garden London WC2H 9JQ UNITED KINGDOM

We may update our terms from time to time, so you should check this document periodically to ensure you are happy with any changes. We will notify you of any major alterations. You can also find the latest update time at the end of this page.

By visiting, or otherwise consuming, content from this website, you agree to the terms of this privacy policy. If you have any comments or enquiries regarding the practices outlined here, you can contact us via the following methods:

Email: victoria.scott@illuminatedpsychology.com

At Illuminated Psychology Ltd, we are committed to being transparent about how and why we collect and use your information, ensuring you can trust that your privacy is safeguarded.

This policy explains what personal data we collect when you use our services and how we manage, store, and protect this information. The security of your personal data is guided by the British Psychological Society (BPS) Code of Conduct and the Health & Care Professions Council (HCPC) Standards of Conduct, Performance, and Ethics. In addition, we adhere to the requirements of the General Data Protection Regulation (GDPR) 2016 and the UK Data Protection Act 2018.

We may collect personal information as defined by GDPR, including data necessary to deliver our services effectively. This policy outlines how we handle your personal information when you use our services, when you contact us, and when we communicate with you.

We manage all information in accordance with data protection laws, including the GDPR and the UK Data Protection Act 2018. Victoria Scott serves as the data controller responsible for your data. If any third parties require access to your personal information, we will inform you if they are acting as a data controller or data processor, who they are, what their role is, and why your data is being shared

**What personal information do we collect and when do we collect it?**

To help contact you and deliver and offer training, we may collect and process personal data. According to the UK GDPR personal data is defined as…

“‘personal data’ means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

The types of personal data we may collect includes:

* Your name and title.
* Your contact details, such as postal address, telephone number(s), and email address.
* Your feedback and survey responses.
* Information you may give us about another person – you must be able to confirm that the other person has appointed you to act on their behalf and agree that you a) shall consent on their behalf to the processing of their personal data and b) shall receive any data protection notices on their behalf.

**Why the information is collected and used?**

The primary purpose for processing personal data is to be able to contact you in order to facilitate any of our training offers and for you to purchase any of services. We may also use this information to later contact you for a variety of reasons, such as customer service, providing you with the latest updates to our training offer or any new services, or to communicate with you about the services we have provided, for example for feedback. The information may also be used to provide promotional information about our products and services, where you have requested. Your data will not be used for any other purpose.

All personal data shared with us is processed in accordance with the Data Protection principles.

1. Personal data shall be processed fairly and lawfully and in a transparent manner.

2. Personal data shall be collected for a specified, explicit and legitimate purpose.

3. The company processes personal data only where it is adequate, relevant and

limited to what is necessary for processing.

4. The company keeps accurate personal data and takes all reasonable steps to

ensure inaccurate personal data is rectified or deleted without delay.

5. The company retains personal data only for the period necessary for processing.

6. The company adopts appropriate measures to make sure personal data is secure, and protected against unauthorised or unlawful processing, and accidental loss, destruction or damage.

7. The company shall be responsible for and be able to demonstrate compliance with these principles.

**Other uses and information**

**Email Communications**

If you send us an email with questions or comments, we may use your personally identifiable information to respond to your questions or comments, and we may save your questions or comments for future reference. For security reasons, we do not recommend that you send non-public personal information, such as passwords, social security numbers, or bank account information, to us by email.

We email website news and information updates to those customers who have subscribed to our email service. All subscription emails sent by us contain information on how to unsubscribe from our email service. Our email service is an opt-in service only, which means to subscribe you must enter your details into the email subscription page and submit them to us.

We will never sell, lease or otherwise distribute your information to third parties unless we have your explicit permission and/or are required by law to do so and never send bulk unsolicited emails (popularly known as Spam).

We may send emails to existing customers or prospective customers who have enquired or registered with us, regarding courses provided by us.

All emails sent by us will be clearly marked as originating from us. All such emails will also include instructions on how to unsubscribe from our email service.

**Children**

We do not intend to solicit or collect Personal Information from anyone under the age of 18. If you are under 18, do not enter information on this website or engage our services. If you believe a child of yours under the age of 18 has entered Personal Information, please contact us to have the data removed.

**Keeping Your Information Secure**

Illuminated Psychology Ltd has controls in place we consider reasonable and appropriate to protect against the loss, misuse, and alteration of the information under our control. Please be advised, however, that while we strive to protect your personally identifiable information and privacy, we cannot guarantee or warrant the security of any information you disclose or transmit to us online and are not responsible for the theft, destruction, or inadvertent disclosure of your personally identifiable information. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

Unless a longer retention period is required or permitted by law, we will only hold your Personal Information on our systems for the period necessary to fulfil the purposes outlined in this Policy, or until you request that the information be deleted in accordance with your rights.

Even if we delete your Personal Information, we reserve the right to maintain a copy for legal, tax or regulatory purposes, but in such event, we will do so only as long as necessary to fulfil those legal, tax or regulatory purposes.

**Other Sites**

Our website may contain links to other third-party websites that we do not control or maintain. We are not responsible for the privacy practices employed by any third-party website. Please read the privacy statements of all third-party websites before submitting any personally identifiable information.

**What rights do you have over your data?**

Under the GDPR, you have the following rights in relation to the processing of your personal information:

* To be informed about how we process your personal data (This notice fulfils its obligations).
* To request access to your personal data that we hold and be provided with a copy of it.
* To request that your personal data is amended if inaccurate or incomplete.
* To request that your personal data is erased where there is no compelling reason for its continued processing.
* To request that the processing of your personal data is restricted.
* To object to your personal data being processed.

Please note that these rights are subject to certain limitations set forth in applicable law. For information on these rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioner’s Office (ICO) on individuals’ rights under the Generals Data Protection Regulations (<http://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>)

*Please be aware that we do not have any control over the information on this site and it should only be used for additional information.*

To exercise these rights, you can contact our DPO victoria.scott@illuminatedpyschology.com. You may contact us as provided below if: (a) you have questions or comments about our Privacy Policy; (b) wish to make corrections to any personally identifiable information you have provided; or (c) want to opt-out from receiving future promotional correspondence, including emails, from us.

**Disclosure of your information**

We may disclose your personal information to third parties if required to comply with legal obligations, enforce agreements, or protect the rights, property, or safety of Illuminated Psychology Ltd personnel or others. This may include sharing information with other organisations to comply with safeguarding requirements or other statutory regulations

**Complaints procedure**

If you have any concerns about the way we handled your personal data or would like any further information, then please contact us as outlined below.

Illuminated Psychology Ltd.

Email: victoria.scott@illuminatedpsychology.com

Website: [www.illuminatedpsychology.com](http://www.illuminatedpsychology.com)

By post: Hanover Buildings, 11-13 Hanover Street, Liverpool, L1 3DN also have the right to lodge a complaint with the UK data protection regulator, the Information Commissioner’s Office (“ICO”). Contact details are below:

First Contact Team, Information Commissioner’s House, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel: 0303 123 1113.

For further information on your rights and how to complain to the ICO, please refer to the ICO website <https://ico.org.uk/concerns>

**Updated: 10/01/2025**