



Privacy Policy

Our contact details

Name: Rebound Therapy International Ltd

Address: Saplings, Felcourt Road, Felcourt, West Sussex, RH19 2LA

Phone Number: 0330 122 5684

Web: www.reboundtherapy.org

E-mail: info@reboundtherapy.org

The type of personal information we collect

We currently collect and process the following information:

- Name
- E-mail address (may be workplace or personal as per candidate choice)
- Address (may be workplace or personal address as per candidate choice)
- Telephone number
- Occupation and organisation represented
- Relevant pre-requisite training information (to establish eligibility for some courses and add-on training modules)
- Relevant medical conditions (of which we should be aware to ensure safety and comfort of all course candidates)
- Emergency contact details (practical face to face courses only)
- Invoicing details

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for at least one of the following reasons:

- Person has enquired about training or requested information / advice
- Person has completed one or more training courses provided by ReboundTherapy.org within the last 5 years
- Person has subscribed to our newsletter
- Person has asked to be notified of upcoming training events in their region
- Provided to us by person as part of a training course or assessment process
- Provided to us by person to enable us to invoice for a service and/or for associated teaching resources
- Provided to us by professional colleague to demonstrate best practice and competence
- Person seeking relevant service or qualified professional to provide Rebound Therapy for their family member or service user, has requested our assistance.

We also receive personal information indirectly in the following scenarios:

- Person copied into an email enquiry or other communication by a colleague, making it expected and reasonable that all interested parties should receive the necessary responses.
- Person requests information or advice be provided to their employer / colleague / family member.
- Professional colleague requests information be provided to a candidate attending a training course.
- Person books a training course for a nominated professional colleague, and name of candidate needs to be swapped for an alternative person at a later date (prior to the course taking place).

We use the information to effectively and professionally run the organisation.

This includes but may not be limited to:

- Booking candidate(s) onto one or more training courses
- Following up enquiries
- Providing information to enable someone to choose the most suitable training for their needs
- Adding someone to a waiting list
- Invoicing a person, company or organisation
- Providing pre-course study material for a confirmed course candidate
- Providing information needed by a candidate prior to attending a practical training course (programme, venue details, registration form)
- Providing information and guidance to someone registering for or working through an online training course
- Assessment and quality assurance purposes related to training
- Issuing certification and advice regarding next steps
- Providing key course content such as post-course video and resources
- Answer questions from candidates and potential candidates
- Validate a Rebound Therapy certificate and generate a Validation Number.

We do not share data with any third party.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases under which we process this information are:

(a) Your consent.

Your data will only be retained by Rebound Therapy International Ltd for five years for the purposes of evaluating eligibility for subsequent courses, providing evidence of training (this is useful if you misplace your certificate) and demographic profiling. After 5 years your data will be deleted.

At any time you may ask to check your data held, to ensure it is up to date. You may request that any data not required for the effective running of the organisation be removed if you so wish.

(b) We have a legitimate and genuine interest in ensuring that we are providing correct, up to date and appropriate advice for safety and best practice reasons. This may involve asking questions and requesting relevant data. This legitimate interest enables us to provide our service in a timely, efficient and accurate manner. Our five year GDPR policy also applies to this legitimate interest.

How we store your personal information

Your information is securely stored on password protected devices using up to date anti-virus and device security software.

We keep course registration forms, online training course files and relevant email correspondence for a maximum of 5 years.

We will then dispose your information by digital deletion, emptying of device recycle bins and removal from digital secure cloud backup.

Any personal data we may receive in paper format is immediately scanned, uploaded to our secure office system and then shredded.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@reboundtherapy.org if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@reboundtherapy.org

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>