



Privacy policy

1. Privacy policy

- 1.1. This policy sets out what information we collect and how we use it.
- 1.2. The Parent Infant Clinic and the School of Infant Mental Health Limited ("The Parent Infant Centre") is committed to ensuring that the privacy is protected of our trainees, patients, users of our website and any other person receiving a service from the Centre. This policy explains how we use the information we collect and the procedures that we have in place for it to be safeguarded.
- 1.3. We will only use the information that we collect about you lawfully and in accordance with relevant Data Protection Acts.

2. Submitting personal information to the Centre

- 2.1. Individuals submit personal information to the Centre when they submit a query to us, for example, via our website, by email or on the telephone. This may include requesting advice or an appointment in our clinic, or making an application to attend our training, or making a purchase.
- 2.2. We record some of this information in order to meet the request. We do not pass this information on nor use it for any other purpose.

3. Making a payment

- 3.1. When a payment is made through our website we need to know information such as the purchaser's name, delivery address, credit or debit card number and expiry date, email address and telephone number. This information allows us to complete the transaction and to fulfil the order. Payments are processed by a third party, PayPal, and we therefore pass on any necessary details so that the payment can be processed. This third party has undertaken to us that they will protect that information, will not pass it on and will not use it for any purpose other than to process the payment.
- 3.2. We may pass on order details to a third party who will fulfil the order for us. Currently this only applies to Karnac, the bookseller, who publishes our books.
- 3.3. We do not store credit card details nor do we share customer details with any third parties other than PayPal and Karnac.

4. Our other use of personal information

- 4.1. We may also use an individual's contact details in order to send emails with information about events or other developments at the Clinic or School. Individuals may stop receiving these emails by clicking on the unsubscribe link within the email and following the instructions provided.

5. Security of personal information

- 5.1. We follow strict security procedures in the storage and disclosure of information which has been given to us. This is to prevent unauthorised access or unlawful processing of personal information. We keep personal information confidential and store it on a secure computer which is password protected and hidden behind a firewall from the outside world. Our internal procedures cover the storage, access and disclosure of personal information.

6. Non-disclosure to third parties

- 6.1. Unless we have express consent, we will only disclose personal information to third parties if this is required for the purpose of completing a transaction with us. We use personal information only as set out in this Policy and will not sell, rent or pass this information on to others for marketing purposes without the individual's express consent.
- 6.2. We may release information where we believe in good faith that this release is reasonably necessary to comply with the law.

7. Consent

- 7.1. We draw attention to this policy on our website and in other communications.
- 7.2. By submitting personal information we assume that individuals have consented to the collection, storage and processing of personal information by us in the manner set out in this Policy.