



# Privacy Policy – Trauma Transformation Membership Hub™

Operated by The Trauma Recovery School Ltd

## 1. Introduction

This Privacy Policy explains how The Trauma Recovery School Ltd (“we”, “us”, “our”) collects, uses, stores, and protects your personal data when you enrol in or use the Trauma Transformation Membership Hub™ (“Membership”).

The Trauma Transformation Membership Hub™ is an online subscription-based education and support membership.

By enrolling in the Membership, you confirm you are over 18 years of age.

We are the data controller for the purposes of UK data protection law.

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## 2. Contact Details

Full name of legal entity: The Trauma Recovery School Ltd®

Email address: [hello@thetraumarecoveryschool.com](mailto:hello@thetraumarecoveryschool.com)

Postal address: Unit 327, Bedford Heights, Brickhill Drive, Bedford, MK41 7PH, United Kingdom

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at the address above.

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## 3. What Data We Collect

When you join or use the Membership, we may collect:

### 3.1 Identity & Contact Data

- Full name
- Email address
- Billing address
- Phone number (if provided)

### 3.2 Financial & Transaction Data

- Subscription purchase details
- Payment status
- Billing history

(Note: We do not store full card details. Payments are processed securely via third-party payment processors.)

### 3.3 Account & Login Data

- Username
- Password (encrypted)
- Login activity

### 3.4 Community & Participation Data

- Comments posted within the Membership
- Questions submitted for Q&A sessions
- Topic requests
- Messages within the member platform

### 3.5 Technical Data

- IP address
- Device information
- Browser type
- Usage analytics

- Platform interaction data

### 3.6 Sensitive Data

As the Membership discusses trauma and emotional wellbeing, you may voluntarily share personal or sensitive information within:

- Q&A submissions
- Community posts
- Support emails

We do not require clinical trauma disclosures to access the Membership.

Any sensitive data shared voluntarily is processed only for the purpose of delivering Membership support.

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## 4. How We Use Your Data

We process your data to:

- Provide access to the Membership platform
  - Manage subscription billing
  - Send service-related emails
  - Deliver live sessions and recordings
  - Moderate the community
  - Respond to questions and support requests
  - Improve Membership content
  - Comply with legal obligations
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## 5. Lawful Basis for Processing

We process your data under the following lawful bases:

**Contractual necessity** – to provide the Membership you have purchased.

**Legitimate interests** – to operate and improve the Membership.

**Consent** – where required (e.g. marketing communications).

**Legal obligation** – for tax and regulatory compliance.

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## 6. Marketing Communications

If you enrol in the Membership, you may receive:

- Service emails (mandatory)
- Educational content
- Updates about related programmes (including The Trauma Recovery Method™)

You may unsubscribe from marketing communications at any time.

Service emails relating to your subscription cannot be opted out of while you remain an active member.

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## 7. Subscription Billing & Payment Processors

Payments are processed securely via authorised third-party providers.

We do not store full credit or debit card information.

Your payment data is processed according to the privacy policy of the relevant payment processor.

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## 8. Community Participation & Live Sessions

The Membership includes:

- Live training sessions
- Live Q&A calls
- Community interaction

Important:

- Live sessions may be recorded.
- By participating live, you consent to recording where applicable.

- You may choose not to speak or use video if you prefer not to appear in recordings.

We moderate the community to maintain emotional safety.

Members are responsible for the content they choose to share.

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## 9. Data Sharing

We may share data with:

- Membership platform providers
- Email service providers
- Payment processors
- IT service providers
- Professional advisers
- Legal authorities (if required)

We require all third parties to process data securely and lawfully.

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## 10. International Transfers

Some service providers may be based outside the UK or EEA.

Where this occurs, we ensure appropriate safeguards are in place, such as:

- UK adequacy decisions
  - Standard Contractual Clauses
  - Equivalent data protection agreements
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## 11. Data Security

We implement appropriate technical and organisational measures to protect your data from:

- Unauthorised access
- Loss
- Misuse
- Alteration

Access to your data is restricted to authorised personnel only.

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## 12. Data Retention

We retain:

- Billing data for six years (tax compliance)
- Account data for as long as your Membership remains active
- Community content for the duration of your Membership

Upon cancellation:

- Access is removed
  - Some anonymised participation data may remain within recordings
  - Financial records retained for legal compliance
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## 13. Your Rights

Under UK data protection law, you have the right to:

- Access your data
- Correct inaccuracies
- Request erasure
- Restrict processing
- Object to processing
- Withdraw consent (where applicable)
- Lodge a complaint with the ICO

Requests can be made via [hello@thetraumarecoveryschool.com](mailto:hello@thetraumarecoveryschool.com)

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## **14. Automated Decision Making**

We do not use automated decision-making or profiling within the Membership.

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## **15. Cookies & Tracking**

The Membership platform may use cookies and tracking technologies to:

- Enable login functionality
- Analyse usage
- Improve user experience

You may control cookies through your browser settings.

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## **16. Changes to This Policy**

We may update this Privacy Policy from time to time.

The latest version will always be available on our website.

Continued use of the Membership constitutes acceptance of any updates.

Policy Updated: 19th February 2026