



Privacy notice: Training, conferences, and events

This privacy notice explains how Anna Freud ('we', 'our', 'us') collects, uses and shares personal data of people who apply to attend training, conferences and events ('event') organised or provided by Anna Freud. Your personal data ('you', 'your') will be processed as set out in this notice.

If you have any questions about this notice, or the use of your personal data you can contact our Training, Conferences and Events team (training@annafreud.org) or the Data Protection Officer (DPO@annafreud.org).

Anna Freud is a Data Controller in terms of Article 4 of the General Data Protection Regulation (EU) 2016/679. We collect and process information about your application and or enquiries (your personal data) in electronic form, during the application process.

The personal data we process

We collect information about you using the online application form, including your name, address, and contact details. This detail is set out in the table blow.

How we use your personal data and the lawful bases

We collect and use your data in the ways set out below. We collect the application data relying upon Contract or Legitimate Interest as our lawful bases (Article 6 (1)(b and f) of the GDPR). Where you agree to it, we may use your contact details for marketing purposes and we do so relying upon your consent (Article 6 (1)(a)). We also request special category data to monitor equality and diversity. Providing this data is optional, and we only process this data with your consent (Article 9(2a) of the GDPR).

This detail is set out in the table below:

Website and email enquiries				
What information will we collect about you?	How will we collect information about you?	Why are we processing information about you?	How long will we keep this information for?	What is our lawful basis for processing information about you?
Name, contact details, nature of enquiry	Submitted by email or over the phone	In order to respond to your enquiry	Until the enquiry is closed	Legitimate interest
Waiting Lists				
What information will we collect about you?	How will we collect information about you?	Why are we processing information about you?	How long will we keep this information for?	What is our lawful basis for processing information about you?

Email address only	Email address submitted via MS Forms	In order to contact you about availability on sold out events	Until we have offered you a place on the event, until the next instalment of the event has passed, or until you tell us you want to be removed from the list, whichever is first.	Legitimate interest
Training, conferences, and events registrants				
What information will we collect about you?	How will we collect information about you?	Why are we processing information about you?	How long will we keep this information for?	What is our lawful basis for processing information about you?
Name, event attended and event date (required)	Provided by you through the online booking form	To confirm attainment at an event. We use the data (anonymised) to report on event activity and plan future event activity at Anna Freud. If you attend an event, your name will be used to generate a certificate upon completion. Your name will also be visible to other attendees, speakers, and trainers of the event.	Indefinitely, we retain a list of all attendees. If you have signed up to an online event, your email address will be kept on file for the duration of the online platform license, unless you request to cancel your license before it is due to expire.	Legitimate interest
Email address (required)	Provided by you through the online booking form	To contact you about your booking. If you have signed up to an online event, your email address will also be	If you opt out of mailings, we will keep this information for six years. If you opt into mailings, we will keep this information until you	Contract and legitimate interest

		<p>used (alongside your full name) to generate an online learning platform license and log-in for you.</p> <p>Following an event, some delegates will receive access to additional materials on our platforms. We may contact you via email from time to time to hear about your experience of using these platforms and the materials.</p> <p>We will use your email to contact you about other relevant trainings, events and updates that you might be interested in.</p>	<p>withdraw consent to be contacted. If you have signed up to an online event, your email address will be kept on file for the duration of the online platform license, unless you request to cancel your license before it is due to expire.</p>	
Contact telephone number (required)	Provided by you through the online booking form	To contact you about your booking. This won't be shared or used for any other purpose than emergency notifications about the event.	We will keep this information for six years.	Legitimate interest

Country you are based in (required)	Provided by you through the online booking form	To help us understand our reach.	We will keep this information for six years.	Contract
Invoicing address (where applicable)	Provided by you through the online booking form	To send you an invoice and for your booking, if you choose to pay by invoice.	We will keep this information for six years.	Contract
Organisation, region, job title, groups worked with, sector (where applicable)	Provided by you through the online booking form	To check your eligibility for the event, where applicable, and to help us understand, monitor and report on our reach. It will also be shared with the tutor of the event for their information. If you opt in to mailings, it will also be used to tailor information on events that may be relevant to you.	We will keep this information for six years.	Contract
Special requirements (optional)	Provided by you through the online booking form	To help us accommodate for any special requirements, such as dietary or access related, that you may have.	We will keep this information for six years.	Consent

Card payment details (where applicable)	Provided by you through the online booking form	To take payment for the event	We do not hold this information on file. Instead, Stripe process card payments on our behalf (third party processing).	Contract
Your consent to receive marketing emails (optional)	Provided by you through the online booking form	To confirm you want to receive emails about events	We will keep this information until you withdraw consent to be contacted	Consent
Your age, ethnicity, gender, sexual orientation, and disability information, religion or belief, socio-economic, and care experience and responsibilities (optional)	Provided by you if you choose to complete the survey in our pre-course email, or when you complete a booking online via our website	So that we can monitor the diversity of our audience and take action to improve our reach.	If you are completing a booking online via our website, we will keep this information alongside your personal record. If you complete a survey, this information is kept separate to your personal record. In both instances, the information will only be used in aggregate form and will be held for two years.	Consent
Training, conferences, and events commissioners				

What information will we collect about you?	How will we collect information about you?	Why are we processing information about you?	How long will we keep this information for?	What is our lawful basis for processing information about you?
Name and e-mail address	Provided by you through the commissioner enquiry form	To contact you about your commission. We may use your e-mail to contact you about feedback, other relevant trainings, events and updates that you might be interested in.	If you opt out of mailings, we will keep this information for six years. If you opt into mailings, we will keep this information until you withdraw consent to be contacted.	Contract and legitimate interest
Contact telephone number	Provided by you through the commissioner enquiry form	To contact you about your commission. This won't be shared or used for any other purpose than urgent notifications about the commission.	We will keep this information for six years.	Legitimate interest
Contract, incl. Invoicing address	Provided by you through e-mail or contract	To establish, manage and fulfil our contractual relationship with you as a commissioner.	We will keep this information for six years.	Contract

Organisation name, country and town	Provided by you through the commissioner enquiry form	To help us understand, monitor and report on our reach.	We will keep this information (anonymised) indefinitely.	Contract
Organisations we share data with				
Organisation	What information about you will we share?	How will we collect information about you?	Why are we sharing this information about you?	What is our lawful basis for processing this information about you?
IPT UK	IPT registrants only: Name, email address, professional registration	Provided by you through your IPT application form	To allow you to become a member of IPT UK	Contract
BPC	For DIT and MBT Adult registrants only: Name, email address, city and country of residence, core profession	Provided by you upon invitation to join the BPC's register of accredited practitioner	In order to allow the BPC to advertise your accredited Practitioner Status on a public professional register	Your consent to details being displayed on the BPC's website, listing qualified practitioners.

BPS	BPS registrants only: Name, country of residence, nationality, profession, organisation, work email address, private email address (for when people move to new jobs), mobile phone number	Provided by you through the online booking form	For you to join the in-person conference	Contract
LMS	Name, email address	Provided by you through the online booking form	For you to join the online event provided on the Thinkific online learning platform	Contract
Zoom	Name, email address	Provided by you through the online booking form	For you to join the online event provided on the Zoom platform	Contract
Disciple	Name, email address	Provided by you through the online booking form	For you to join the online event provided on the Disciple online learning platform	Contract
Stripe	Name, card payment information	Provided by you through the online booking form	For you to pay by card for an event	Contract

Salesforce	All booking and event attendance information	Provided by you through the online booking form	For you to book on to an event. We also store your records of attendance and attainment using booking and attendance data.	Contract
SSAP Regional Hubs (Story Stem Assessment Profile Training Anna Freud)	SSAP registrants only: Name, email address, regional hub	Provided by you through consent form	For you to join a regional hub. Once the consent form has been completed, we will allocate individuals to regional hubs. Individuals within each regional hub group will be encouraged to connect independently but be given details to reach out Anna Freud if any assistance is required	Consent
Thinkific	Name, email address	Provided by you through the online booking form	For you to join the online event provided on the Thinkific online learning platform	Contract
Organisations we receive data from				
Organisation	What information about you will we receive?	How will we receive information about you?	Why are we receiving this information about you?	What is our lawful basis for processing this information about you?
Training commissioner	Name, email address, city and country of residence, core profession	Sent by the local event commissioner electronically	To confirm attainment at an event, and we use the data (anonymised) to report on event activity and plan future activity at Anna Freud. The information will also be shared with the tutor of the event for their information.	Legitimate interest

Sharing your personal data with others

In addition to the above table, we sometimes collaborate with external providers to deliver our trainings and events. Registrant name, profession, organisation, country and contact information may be shared with these external providers for the purpose of delivering the event. This is shared in line with confidentiality principles detailed in our agreement with the provider.

The application information is gathered directly by us and processed in-house. Payment information is gathered and processed by Stripe. A link to their privacy notice can be found [here](#).

Where you successfully complete a training course and become eligible to be added to a professional register, we will share your details with the relevant body.

Where we provide training on behalf of a commissioner, they will share your details with us, so we can retain a record of all attendees. Where you agree, they will also share your contact details for marketing purposes.

International transfers

Our IT Support company may provide support from outside the European Economic Area, which may result in personal data being accessed from outside the EEA. We have a contract in place to ensure this is legally compliant and secure.

How long your personal data is kept

Event applicant

If you unsuccessfully attempted to register for one of our events, the information you have entered will be kept on file until one day after the start date of the event you have applied for. This will help us resolve any queries you might have about your registration in the lead up to the event. One day after the event start date, your registration information will be deleted.

Event attendee

If you have attended an event with us, your name will be held on record indefinitely so that we can confirm your attainment and reissue your certificate(s) to you upon request. Your ethnicity, gender, sexual orientation and disability information will be held on record so that we can monitor the diversity of our audience and take action to improve our reach.

All other data submitted to us will not be held on file after six years.

Enquirer

Your name, contact details, and the nature of your enquiry will be kept on file until the enquiry is closed.

Newsletter recipient

Your personal data will be kept on file until you withdraw consent to be contacted with our newsletter. Should you withdraw consent to be contacted, only your name and events that you have attended will be kept on file for attainment purposes; any other information we hold on you will be deleted. If you have never attended one of our events, all your personal data will be deleted from our file.

Your rights and further information

You have rights regarding your personal data which vary according to the lawful basis for use:

1. The right to be informed, this privacy notice tells you how we will use your data.
2. The right of access - you can ask us for a copy of the data we hold on you, this is called a subject access request and you can send such requests to DPO@annafreud.org or call 020 7794 2313.
3. The right to rectification - you can ask us to correct inaccuracies in your data.
4. The right to erasure - in certain circumstances you can ask us to delete your data.
5. The right to restrict processing - in certain circumstances you can ask us to stop processing your data.
6. The right to data portability - you can ask for an easily transferable copy of your data.
7. The right to object - you can object to our processing of your data, particularly where we rely upon your consent to do so.

8. Rights in relation to automated decision making and profiling - we don't use these processes in recruitment.

You can read more about data rights on the Information Commissioner's website (<https://ico.org.uk/your-data-matters/>)

Making a complaint

If you feel we may not be handling your data appropriately or if you have any queries or concerns about this you can contact us, dpo@annafreud.org

You can also, at any time, make a complaint about our processing of your data to the Information Commissioner, <https://ico.org.uk/global/contact-us>