

Privacy Statement

Who We Are

ACCESS is a research, evaluation, and training organisation committed to conducting all of our activities to the highest ethical and legal standards. Our projects span a range of sectors, including social research, education, and mental health. As chartered psychologists, we adhere to the British Psychological Society's (BPS) Code of Ethics and Conduct and the UK General Data Protection Regulation (UK GDPR). ACCESS is a limited liability company (company number: 11718255), registered with the Information Commissioner's Office (ICO), reference number ZB186438.

This Privacy Statement explains how we collect, use, store, and protect your personal data.

Data We Collect

We may collect and process the following categories of information::

- Contact details such as name, address, email address, telephone number, and job title.
- Responses to surveys, interviews, and questionnaires as part of research projects.
- Sensitive information, where necessary, for research purposes (with explicit consent).
- Organisational details, including sector and role, where relevant to the service being provided.
- Financial information required to process payments.
- Evaluation and feedback information, collected anonymously unless you choose to identify yourself.
- Information you provide to us voluntarily, such as accessibility requirements or requests for reasonable adjustments.

For CPD training courses, ACCESS collects only the information necessary for registration, delivery, and certification. This includes name, contact details, organisation, and where required professional role or sector. We may also collect information on accessibility needs where this is disclosed to us in order to make reasonable adjustments.

We may collect data when you participate in our research, sign up for training sessions, complete a contact form, or interact with our website. We ensure that any data collected is limited to what is necessary for the purposes of the specific project, in line with the **data minimisation** principle.

How We Use Your Information

Your information may be used to:

- Deliver training, consultancy, and research services.
- Register participants for CPD courses and provide certificates of completion.
- Process bookings and payments.
- Respond to enquiries and provide customer support.
- Monitor and improve our services through evaluation and feedback.
- Fulfil our Equality, Diversity and Inclusion commitments, for example by implementing reasonable adjustments.
- Comply with legal obligations, including safeguarding.

Our lawful bases for processing personal data include consent (for participation in research and when sensitive data is collected), performance of a contract (for training bookings and consultancy projects), compliance with a legal obligation (e.g. safeguarding, HMRC), and legitimate interests (such as evaluating and improving our services).

How We Share Information

We do not share personal information with third parties except in the following circumstances:

- Where required by law or regulatory obligation.
- Where it is necessary to process payments using secure third-party providers.
- Where required under contractual obligations with commissioners or funders.
- Where a course is approved under the BPS CPD Quality Mark Scheme, ACCESS may be required to share limited information with the British Psychological Society (BPS) for audit or review purposes. No identifiable learner data will be shared without prior consent.

Informed Consent

Before collecting any personal data, we ensure that participants are fully informed about the purpose, methods, and potential risks of the research or project. Participants can withdraw consent at any time, without penalty, and their data will be deleted if requested.

In research projects, data is anonymised or pseudonymised at the earliest opportunity, unless identifiable information is essential to the research purpose and you have provided explicit consent.

How We Protect Your Data

We take the privacy and confidentiality of your personal data seriously. All data is handled in compliance with the **UK Data Protection Act 2018** and the **UK GDPR**. We take appropriate technical and organisational measures to protect personal data against unauthorised access, loss, misuse, or disclosure. Access to data is restricted to staff who require it in order to perform their role. We use the following measures to protect your data:

- Data is anonymised wherever possible to ensure confidentiality.
- All data is encrypted and stored securely within compliant cloud infrastructure (Google Workspace).
- Access to personal data is restricted to authorised staff and researchers only.
- We implement regular updates and security patches to our IT systems to prevent unauthorised access.
- Physical, electronic, and managerial procedures are in place to safeguard your data.

For eLearning courses, learner data (e.g. name, email, organisation, progress, completion status, and assessment results from knowledge checks) is stored securely within our Learning Management System (LearnDash) and associated plugins (e.g. Amelia, WooCommerce). All systems are hosted on GDPR-compliant servers, with encrypted connections and access restricted to authorised ACCESS staff. Payment processing is handled securely through third-party providers (Stripe/WooCommerce) and no financial details are stored on our servers.

How Long We Keep Your Data

We retain personal data only as long as necessary to fulfil the purposes for which it was collected, or as required by law:

- Financial records: 6 years (in line with HMRC requirements).
- Complaints and appeals: 3 years.
- CPD course registration and certification: 3 years.
- Evaluation and feedback: collected anonymously wherever possible. Where individuals choose to identify themselves, data is stored securely and retained no longer than necessary. Aggregated data may be retained for quality assurance, reporting, and accreditation purposes, but individuals will never be identifiable.
- Where learner accounts are inactive for more than 3 years, all associated personal data is anonymised or deleted, with only aggregated statistics retained for reporting and accreditation purposes.

Your Rights

Under the UK GDPR, you have the following rights in relation to your personal data:

- **Right to access:** You can request access to the personal data we hold about you.
- **Right to rectification:** You can request corrections to any inaccurate or incomplete data.
- **Right to erasure:** You can request the deletion of your data when it is no longer necessary for the purposes it was collected.
- **Right to restrict processing:** You can request restrictions on how we process your personal data.
- **Right to data portability:** You can request your data be transferred to another organisation.
- **Right to object:** You can object to the processing of your data under certain circumstances.

If you wish to exercise any of these rights, please contact our Data Protection Officer (DPO), details below.

Data Breaches

In the event of a personal data breach, ACCESS follows the UK GDPR and Data Protection Act 2018 requirements:

- Any suspected breach is reported immediately to the Data Protection Officer (DPO).
- The DPO will investigate within 24 hours to assess the scope and risk.
- Where there is a risk to the rights and freedoms of individuals, the breach will be reported to the Information Commissioner's Office (ICO) within 72 hours.
- Affected individuals will be notified without undue delay where the breach is likely to result in a high risk to their rights and freedoms.
- All breaches and near misses are recorded in a secure incident log, including remedial actions taken.

Staff are trained to recognise and escalate breaches, and technical measures (e.g. encryption, access controls) are in place to minimise risk.

Safeguarding

Where safeguarding concerns are identified, relevant data may be shared with statutory services in line with legal obligations.

Contact Us

If you have any questions about this Privacy Statement, or if you wish to make a request regarding your personal data, please contact:

Data Protection Officer: Dr. Amanda Carr

Email: amanda@consultaccess.co.uk

Phone: +44 (0) 7883089508

Concerns or complaints relating to how we handle your personal data will be managed under the ACCESS Complaints Policy and Procedure.

For more information on how we handle your data, you can visit the **Information Commissioner's Office (ICO)** website: <https://ico.org.uk>

Review

We review this Privacy Statement annually and may update it as required. The latest version will always be available on our website.

Last reviewed – 1 September 2025 (Review: Amanda Carr)

Next Review data: September 2026