



COMPLEX TRAUMA INSTITUTE (CTI) MEMBERSHIP TERMS AND CONDITIONS

On becoming a member of the Complex Trauma Institute (CTI) through the website <https://www.completraumainstitute.org/> you are automatically agreeing to the terms and conditions outlined in this document. You are providing CTI with the appropriate consent to handle your personal information in accordance with the Data Protection Act (For more information please read our 'Privacy Note' document).

- Registration to our CTI membership is individual and open to range of professionals supporting traumatised clients (e.g. Psychotherapist, Psychologists, Counsellors, Social Workers, Complementary Therapists, Occupational Therapists, etc) already fully qualified professionals as well as professionals in training.
- As a CTI member (any membership e.g. Annual, Free etc) you will receive a wide range of benefits supporting your personal and professional development in the field of complex trauma. **Depending on your membership package you choose**, you will receive our frequent CTI newsletter, with news of events, courses, etc. You will get access to the 'members-only' section of the CTI website, where you will find help, advice and resources to help you in your professional career, including our library, e-learning (videos), past conferences, forum and blog. You will be able to attend webinars and online active learning/networking groups. You will also receive a conditional offer to be featured in our directory. The amount of information and support you receive may vary according to the level of membership held.
- Members may be invited to events organised by CTI or our partners. This is to build confidence in supporting mental health professionals to learn and develop skills in delivering complex trauma-informed therapies. Joining our paid membership means you will get free access to self-paced learning opportunities in complex trauma-informed therapies.

Members Contract

When you submit your application online with details of your qualifications to support your application, you are requesting to subscribe to CTI, which, if accepted by us, will result in a legally binding contract. On becoming a CTI member you are automatically agreeing to:

1. Provide an accurate information about yourself
2. Abide by the code of ethics of your chosen professional association (e.g. BPS, UKCP, BACP, NCS & other).
3. Abide by the Codes of Conduct and Terms and Conditions outlined in this document.

Cooling Off Period

We offer a seven-working day 'cooling off period' for a new member, effective from the day you paid. This will allow you to cancel your membership with no additional penalties. If you wish to cancel your new CTI membership, you must notify us within these seven working days via e-mail.

Cancellations and Refunds

No refunds will be provided after the seven-working day 'cooling off' period as detailed above.

CTI Membership Renewal

Your CTI Annual Yearly Membership will automatically renew. You will receive a renewal notice in advance of the anniversary of your application date, informing you of your entitlement to renew your membership or you can cancel your automatic renewal payments from your "My Subscriptions" page.

Monthly Yearly Membership is a for a minimum period of 12 months from the membership start date. Once you have completed the 12 monthly Direct Debit payments you can cancel your automatic renewal payments from your "My Subscriptions" page.

Queries Comments and Complaints

We will try to respond to any complaint or query received within seven working days. This may be an acknowledgement that we have received a complaint whilst further investigations are being carried out.

If you have any queries, comments or complaints about your association please contact us on info@complextraumainstitute.org

Force Majeure

Neither party shall be liable to the other for any delay or non performance of its obligations by reason of matters beyond its control including, but not limited to, any act of terrorism, war, riot, civil commotion, compliance with any law or government order, fire, flood or storm, strikes, or any other industrial dispute, delay in transit, power failure, postal delay, server malfunction or any event that cannot be reasonably be planned for or avoided.

Price Information

Fees displayed on the 'Membership section of the CTI website will prevail at all times in relation to orders placed online.

We reserve the right to increase the price of the membership subscription on an annual basis. You will be informed of any fee increase within your renewal letter. If we discover an error in the price of your membership subscription, we will inform you as soon as is reasonably possible.

Credit/Debit Card Payment

If you are not using your own credit/debit card to pay for the membership subscription, you must ask the permission of the credit/debit cardholder before entering the payment details.

When subscribing to CTI either online or verbally, you are confirming that you have obtained prior permission from the credit/debit cardholder.

Liability

Our liability to you will not extend to any association related benefits, goods or services provided by an external provider. We specifically exclude liability for any loss or damage suffered by you as a result of your involvement in whatever manner with an external provider.

Privacy Notice

Your privacy is very important to us so we're committed to protecting your personal information and handling it in a responsible manner. We will update our privacy notice to ensure it complies with the latest regulations and best practice. This privacy notice was last amended in March 2023. If you have any queries about this privacy notice or about our data management, please contact info@complextraumainstitute.org

Personal data

The term personal data is defined as any information that you give us from which you can be identified (including your name, address, email address, or your telephone number). Information where your identity has been removed (anonymous data) is not personal data.

Complex Trauma Institute (CTI) is the Data Controller and Data Processor of any personal data you supply. The personal data you supply will be used to process your association subscription. Your personal data will be processed by CTI administrators who have a duty to maintain confidentiality when processing information. This obligation continues to apply even after their employment with CTI comes to an end.

We use our website provider 'Wix' as a data management system. This system enables us to efficiently store any information about CTI associates in a way that ensures adequate security and only allows people who have the right level of authority to access personal information.

As an associate of CTI your data will be used for marketing, statistical and analytical purposes and to administer your association. You will receive association communications and from time to time we will let you know about CTI promotions.

If you believe that any of the information we hold concerning you is incorrect or out of date, please provide us with the accurate information either through your members area or by emailing info@complextraumainstitute.org

Data protection via the website

We will make every effort to ensure that the information on our website and within the network is accurate. However, we cannot guarantee this and accept no liability for any information given via this website or network.

Even if data encryption is used, the security of information transmitted via the internet cannot be guaranteed. Any losses incurred or sustained by users who transmit information by electronic means shall be borne solely and exclusively by such user and in no event shall any such losses in whole or in part be borne by us.

CTI Members search facility and 'Members Profile'

Once you become a CTI member and have access to the membership network, you will be able to communicate with other members and share information on platforms such as our forums. You will be able to 'Log in' and create a personal 'Profile' in the Membership area. The information displayed in your 'Profile' (i.e. name, occupation, organisation, profile photograph) is controlled by you. The responsibility of the information and personal data that you share as an associate is held by yourself and CTI will not be liable for this information. You will abide by our code of conduct and confidentiality. Failure to adhere to our 'Terms and Conditions' may result in a disciplinary procedure or removal of CTI membership.

Contacting CTI via social media

If you contact us via social media, we may share this information with third parties if it is appropriate and lawful to do so.

Third Parties

During your association with CTI, we will tell you how your information is used and that it may be necessary to share it with other services and organisations. We may share your personal data only when necessary and in the below cases:

We may also need to share your data:

- Payments. When you make a payment to us, we use a third party processor to manage the process and the direct debit payments.
- With our professional advisers, for example, our accountants or lawyers.
- IT companies that provide our platforms for managing our website, databases, emails, files and forums.
- if we are under a legal duty, for example, if we are ordered by a court to share information, or if we need to share information for the purposes of prevention of fraud or other crime
- where we need to share your personal information with a regulator, for example, making returns to HMRC

Deleting and disposing of your personal data

If you decide to terminate your membership with CTI, we will be holding your data until CTI is dissolved as an organisation. If you wish for us to delete your data from our system immediately, please contact info@complextraumainstitute.org

Your rights

You have the right to:

- Request access to your personal information (commonly known as a 'subject access request'). This enables you to receive a copy of the personal information we hold about you and to check that we are processing it lawfully. If you wish to obtain a copy of your personal data held by us, please do not hesitate to email. Please note that you may be charged a fee of £10 for this service. You may also be asked to provide proof of your identity and for information that might help to locate the data you are seeking.
- Correct the personal data that we hold about you if it is incorrect, incomplete or inaccurate.
- Ask to withdraw your consent for CTI to hold and use your data. Please note that if you ask to withdraw your consent, you may not be able to access certain CTI services as we need certain information to send you updates, inform you and/or ensure that you are a qualified professional.

If you wish to exercise any of these rights, please contact us at info@complextraumainstitute.org