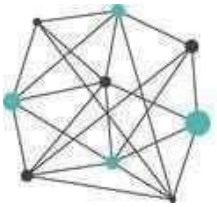

COMPLEX TRAUMA INSTITUTE (CTI) PROFESSIONAL MEMBERSHIP SUPPORT

TERMS AND CONDITIONS (2027)

On becoming a member of the Complex Trauma Institute (CTI) through our website (https://www.complextraumainstitute.org/), you agree to the terms and conditions outlined in this document. Membership signifies participation in support services, not regulatory oversight. We are fully dedicated to offering professional support to clinicians and practitioners working with traumatised clients—helping the helpers. CTI uses the personal information you provide to administer your membership, payments and access to services, in accordance with our Privacy Notice. For more details, please read our 'Privacy Notice.'

About CTI Professional Membership Support Services

At the Complex Trauma Institute (CTI), we are dedicated to empowering professionals who work with traumatised individuals. Our approach integrates somatic, neurobiological, systemic, and community-based methods to promote recovery within relationships and communities.

We believe in practising what we preach. Our goal is to create a professional community where you feel safe, valued, and supported. Just as trauma survivors need communities to recover, professionals like you deserve a space to connect and grow. By fostering cross-disciplinary collaboration, we aim to make a meaningful difference in trauma recovery work.

Eligibility for CTI Professional Membership Support Services

CTI Professional Membership services are not a replacement for the professional bodies that regulate you. Instead, we provide support services and build bridges across disciplines, ensuring that both trauma survivors and professionals' benefit.

Professional Membership is open to qualified professionals and trainees in fields supporting traumatised clients, including: *Psychotherapists, Psychologists, Counsellors, and Social Workers, Complementary Therapists and Occupational Therapists, Social Workers and Physical Health Professionals, Educators, Legal Professionals, First Responders, Humanitarian Workers, Coaches, and many others*

CTI Professional Membership Support Service Benefits

Once you accurately complete our professional registration form and pay your membership fee, you immediately gain access to online CTI Membership Support services. This allows you to select and benefit from the services that best suit your personal and professional growth in the field of complex trauma.

Please note: Access to our services may be revoked if you provide inaccurate information or mislead us during registration.

Benefits may include:

- Access to a **members-only area** featuring resources, e-learning materials, a library, past conferences, a forum, and our journal.
- Regular newsletters with updates on events, training opportunities, and other resources.
- Invitations to free **CPD webinars**, free group learning supervision, and networking events.
- Discounted access to **CPD workshops** (online and in-person), individual supervision, and consultations.
- Conditional inclusion in the **CTI Professional Directory** *(this requires meeting specific criteria to be recommended to the public through our Trauma-Informed Directory).*

Note: The level of benefits and support may vary depending on the membership package you choose (and is subject to demand).

Participation in CTI Professional Membership Support Services

Participation is entirely your choice:

- **If you decide to access resources,** please be aware that most are designed to foster personal and professional growth. Whether you are learning trauma-specific therapies or are already an experienced trauma professional supporting clients in crisis, our platform provides the tools you need.
- **If you do not need support,** your membership fee will contribute to building a community where others can find the support they need. It will also help promote somatic trauma therapies (known as 4th Wave/Generation) and advance the development of community-centred approaches (5th Wave/Generation) through our conferences, training, group supervision, research, journal, and multidisciplinary collaboration.

CTI Professional Members' Responsibilities

By applying for CTI Professional Membership, you agree to:

1. Provide accurate and up-to-date personal and professional details that clearly demonstrate you are in training or are already a practising professional working with traumatised clients.
2. Abide by the ethical standards of your professional association (e.g., BPS, UKCP, BACP, NCS, or any other relevant body).
3. Comply with the terms and conditions outlined in this document.

Cooling Off Period

New members may cancel within 14 calendar days of joining and receive a full refund by emailing info@complextraumainstitute.org.

Cancellations and Refunds

After the initial 14-day period, membership fees are normally non-refundable for change of mind. This does not affect any applicable statutory rights, including cancellation rights following renewal.

CTI Membership support service Renewal

CTI Annual Membership renews automatically every 12 months unless cancelled before the next renewal payment. Members can cancel automatic renewal payments at any time through the “My Subscriptions” page in their CTI account. Membership access normally continues until the end of the paid period.

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

We reserve the right to increase the price of the membership subscription on an annual basis. You will be informed of any fee increase before it takes effect. 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

CTI is not responsible for services independently contracted for and provided by external organisations. CTI remains responsible for its own obligations under applicable law.

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. For details of how we process personal information, please read our Privacy Notice. 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 for membership information. 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.

CTI uses personal information to administer membership and provide membership-related communications. Information about other CTI events and services may also be sent where permitted by law, with an option to unsubscribe from marketing.

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.

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.

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

CTI retains personal information for as long as necessary to administer membership, maintain appropriate records and meet legal, accounting and other legitimate obligations. Members may request deletion of their personal information, subject to applicable legal requirements.

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. Subject access requests are normally free of charge. CTI may charge a reasonable fee where permitted by law. 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.
- Request the deletion of your personal information, object to certain uses, and withdraw consent where consent is the lawful basis for processing, subject to applicable legal requirements.

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