

Depththerapy & Depththerapy Education Privacy and Cookies Policy

Information about us

Depththerapy & Depththerapy Education (Depththerapy) is a company limited by guarantee registered in England and Wales (registered company no: 09756000) and a registered charity (registered charity no: 1166310).

Its registered office address is: c/o Divecrew, Brookers Corner, Bracknell Road, Berkshire, RG45

If you would like to contact us, please email ops@depththerapy.co.uk

Depththerapy adopts the Caldicott Principles in that we will:

Hold information securely and confidentially,
Obtain it fairly and efficiently,
Record it accurately and reliably,
Use it effectively and ethically, and
Sharing it appropriately and lawfully

TWO TIERS

We require and maintain fairly detailed information from our prospective programme members and volunteers. In respect of our followers and visitors to our website etc we do not retain or save personal information.

Programme members and volunteers

We require specific information from our prospective programme members and volunteers. This information is required for instance to book flights, arrange dive medicals etc.

As a prospective programme member we require the following information:

- Full name
- Date of Birth
- Address
- Mobile number
- Email address
- Dates of joining and leaving UK Armed Services
- Regiment(s) or equivalent for RAF & RN
- Rank
- Deployments
- Reason for discharge
- What is the precise nature of your mental and or physical injuries/illnesses?
- If you suffer from mental illness, including PTSD when was this diagnosed?
- What medications are you on and daily dosage?
- Do you have a copy of your discharge certificate?
- Do you have an up to date copy of your medical records?

If selected for a programme you will need to produce your medical records to a HSE Approved Medical Examiner of Divers (AMED). The AMED will determine if you are fit to dive. You will be required to provide a copy of the AMED's report to Depththerapy. We will also require full passport details and details of your next of kin.

When diving you will be required to sign a number of forms required by PADI, these forms will be returned either by Depththerapy or the dive centre where we are working for 10 years. This rule applies to all diver training agencies across the world.

You will also partake in a personalised risk assessment by your instructor, the form used for this purpose will also be retained for ten years

Depththerapy and PADI will retain details of your diving certifications. PADI will hold this information, your full name, date of birth and contact details on their main website in a secure area.

Volunteers and the dive team will be required to provide the following;

- Full name
- Date of Birth
- Address
- Mobile number
- Email address

Additional information dive team

- Evidence of diving qualifications
- Copy of Disclosure and Barring Service Clearance
- Copy of HSE Dive Medical
- Evidence you have attended and passed a DE Pros' Course
- Evidence that you have attended and passed a MHFA Course

If selected to work on an overseas programme we will also require full passport details and details of your next of kin

Your personal information

Preserving your privacy is important to us and we are committed to letting you know how we use your personal information. Depththerapy will only collect, process and store your personal information in accordance with data protection laws. Your details will be held by us, and also provided to organisations working on our behalf to assist us with our work (not to use for their own purposes). We will only share your personal information with other organisations, such as Authorised Medical to use for their own purposes where we have informed you of this, or as required by law.

The information is retained, other than the PADI forms and assessments only whilst you are part of the continuing education programme.

Working with other organisations

If you are in need of help that Depthery cannot provide we will always ask your permission before forwarding your contact details to another charity or business. If you suffer from mental health issues and we have concerns about your wellbeing that needs to be addressed urgently we will firstly encourage you to seek professional health. If however we are worried about you will reserve the right to contact third parties such as your mental health unit or the Samaritans as appropriate.

Use of videography and photographic images

You will be asked to sign a form allowing us to video or take photographs of you whilst on the programme. If you agree to this the video and images may be used by us in perpetuity. We have also ask you for details of your service and how you were injured including some in service photographs of you to use on our website and social media pages. The use of such details and images is important in encouraging those who support us through social media to donate and fundraise for us.

Use of Information

If you believe we have not used your information in accordance with our policy and the law you may make representation informally to any of our trustees. If you wish to raise it formally you may do so by making a complaint to the Board Secretary, the details of how to make a complaint are shown on our website. You may also complain to the Information Commissioner.

Depthery's Policy on Privacy (general)

Your personal information

Preserving your privacy is important to us and we are committed to letting you know how we use your personal information. Depthery will only collect, process and store your personal information in accordance with data protection laws. As supporters and followers we do not retain your persona data

Fundraising Regulator

Depthery is registered with the Fundraising Regulator and our Fundraising Policy and Commitment may be found elsewhere on this website.

Information collected for mailing lists

We do not maintain mailing lists, you can view our newsletters on our website and if you require a PDF or Word version of the newsletter this will be sent to you upon an email request, .We do not sell, rent, loan, trade or lease email addresses to any third party.

How we will share your information

Third party marketing usage

Depthery does not use third party marketing

Keeping your information secure

To prevent unauthorised access or disclosure, to maintain data accuracy, and to ensure the appropriate use of the information, Depththerapy will take all reasonable and appropriate procedures to safeguard the information we collect.

Data retention

Depththerapy will retain your data only as required or permitted under data protection law and while it has a legitimate purpose for doing so.

Contacting Depththerapy & Depththerapy Education

If you contact us (by any method) about the website or to ask questions regarding Depththerapy or any of our programmes, Expeditions or Professionals' Courses, or for any other reason we may keep a record of that correspondence and use your contact details to reply to you. Communications in connection with the website may be sent to you from us by e-mail. Please note, e-mail is not a fully secure means of communication. Whilst we try to keep our systems and communications protected against viruses and other harmful effects we cannot guarantee this.

Social Media

Due to trolling activity by an individual our **Depththerapy** Facebook page is now a 'members only' page, this means you have to ask to become a member. This allows us to vet applications. You may withdraw your membership of the page at any time. Depththerapy does not retain data from this page nor pass it on the third parties. By being a members' page we are able to protect programme members and supporters from unsolicited communications via social media.

We have a second page **Depththerapy & Depththerapy Education** this is an open page and due to trolling activity will only be used to advertise events etc. The page is open to anyone to view and like. You can 'unlike' the page as you wish. As for the Depththerapy page we do not retain your data or provide it to third parties but as an open page it is accessible to all.

We also use Twitter and YouTube accounts. Social media sites may use your details for their own or third party use.

User Generated content

You must be the owner of all rights, including copyright, for all content that you submit to our website or Facebook pages. Any content that you submit to the website or Facebook pages that infringes copyright will be removed if reported by the rights holder.

If you are the copyright holder and want to report use of your copyrighted material please contact ops@depththerapy.co.uk.

Any content submitted may be used by Depththerapy & Depththerapy Education for promotional purposes related to our projects and programmes.

We will not share the content with third parties without first seeking your permission.

Cookies Policy

What are cookies?

A “cookie” is a small text file that is placed on a website user’s device/computer hard drive by a website. There are several types of cookie. This policy explains how we use cookies on this website at www.royalfoundation.com (the “Website”).

The type of cookies we use.

We only use cookies that monitor whether a visitor to the website has previously visited us. We do not retain or share details obtained by cookies with others.

Social media cookies

This Website contains link buttons and content from Facebook, Twitter and YouTube, so that you can easily share content from our Website with your social media networks.

If you use these features, these social media sites may store cookies on your device/computer. Information on the cookies used can be found in the information given on these sites. Please visit these social media sites directly to read the information about which cookies may be stored on your device/computer.

Website cookie acceptance

Not applicable.

Linked sites

We make no representations about any other websites. When you access any other website through a link on our Website you understand that it is independent from us and that we have no control over that website or the way your personal information is collected through those websites. Those websites may have their own privacy policies and we encourage you to look at those policies or contact the website operators directly to understand how your personal information is used.

Subject Access Requests

In accordance with the Data Protection Act 1998 individuals wishing to access their Personal Data (as defined under DPA 1998) stored by Depthery & Depthery Education should submit a request in writing, via email to: ops@depthery.co.uk The request should include address details and provide documented evidence of who you are (e.g. a copy of your driving licence, passport, birth certificate). You should also provide as much detail as possible regarding the information you wish to access (e.g. specific details of information required, relevant time periods, etc.). If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

Where multiple requests for the same data are made within a certain specified time period under the Data Protection Act 1998, Depthery need only respond to the initial request. If you wish to make another request at a later time and/or new or different information is requested, Depthery will ascertain at that time whether a

new subject access request has been made and by when a response is required. In accordance with the Data Protection Act 1998 Depththerapy will charge a £10 fee for administering this request. You can make this payment by sending a cheque made out to Depththerapy at the address above.

Once Depththerapy receives a completed Subject Access Request, we will make best endeavours to compile and provide all relevant, proportionate and non-exempt information and any necessary explanations about the data within 40 days, in accordance with the Data Protection Act 1998. In any event, you will receive all the information that has been located and can be released in accordance with the law, along with an explanation for any information that cannot be provided at that time. Subject Access Requests may be submitted in paper or electronic format, and may be responded to in kind.

Contacting us & How to Make a Complaint

If you have comments or questions about our Privacy Statement, any concerns or a complaint regarding our collection and use of your data or a possible breach of your privacy, please send them to complaints@depththerapy.co.uk. Alternatively you can write to us at the address below. We will generally contact you within 30 days after receipt of your complaint to address your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Updating this Privacy Policy

Please note, we may update this Privacy Policy at any time, so please check it regularly. This policy was last updated on 26 March 2017.