

CITT PRIVACY POLICY

The Centre for Integrated Trauma Therapy (CITT) is committed to providing participants with the highest levels of service, including the protection of participants' privacy.

Your Personal Information

Personal information held by CITT may include your name, date of birth, current and previous addresses, telephone/mobile phone numbers, e-mail address, educational qualifications. If you choose not to provide such personal information (if required), CITT may not be able to provide you with the services you require, or the level of service on which we pride ourselves.

Other information which CITT will collect and hold as a direct consequence of membership includes but is not limited to your accredited modalities and certificates issued.

How Personal Information is Collected

CITT collects personal information in a number of ways, including:

- directly from you, when you provide information in documents such as a booking request or course application form;
- from publicly available sources of information, such as Facebook.

How We Use Your Personal Information

Your personal information may be used by CITT to:

- provide the services you require
- administer and manage those services, including charging, billing and collecting debts
- inform you of ways the services provided to you could be improved
- research and develop our services
- gain an understanding of your needs for us to provide you with a better service
- maintain and develop our business systems and infrastructure including testing and upgrading of these systems.

CITT will never disclose your email or personal address details to other parties, you will always have the option to unsubscribe from emails which we may send you from time to time.

If you do not wish us to contact you regarding other services, please email CITT to be removed from our bulk email list.

Help CITT to Ensure Information Held is Correct

CITT takes all reasonable precautions to ensure that the personal information it collects, uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide. CITT therefore recommends that you:

- advise our office of any errors in your personal information in writing or via email; and
- keep the CITT up to date with changes to personal information such as your name and address or clinic name and address, as well as your current email address, telephone and mobile number.

Analytics – We may use third-party Service providers to monitor and analyze the use of our Service.

Google Analytics

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.

You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js and dc.js) from sharing information with Google Analytics about visits activity.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy>

Hotjar

We use Hotjar in order to better understand our users' needs and to optimize this service and experience. Hotjar is a technology service that helps us better understand our users' experience (e.g how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to build and maintain our service with user feedback. Hotjar uses cookies and other technologies to collect data on our users' behaviour and their devices. This includes a device's IP address (processed during your session and stored in a de-identified form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), and the preferred language used to display our website. Hotjar stores this information on our behalf in a pseudonymized user profile. Hotjar is contractually forbidden to sell any of the data collected on our behalf.

For further details, please see the 'about Hotjar' section of [Hotjar's support site](#).

Google Ads (AdWords)

Google Ads (AdWords) remarketing service is provided by Google Inc.

You can opt-out of Google Analytics for Display Advertising and customise the Google Display Network ads by visiting the Google Ads Settings page: <http://www.google.com/settings/ads>

Google also recommends installing the Google Analytics Opt-out Browser Add-on – <http://www.google.com/settings/ads-> for your web browser. Google Analytics Opt-out Browser Add-on provides visitors with the ability to prevent their data from being collected and used by Google Analytics.

For more information on the privacy practices of Google, please visit the Google Privacy Terms web page: <https://policies.google.com/privacy?hl=en>

Facebook

Facebook remarketing service is provided by Facebook Inc.

You can learn more about interest-based advertising from Facebook by visiting this page: <https://www.facebook.com/help/164968693837950>

To opt-out from Facebook's interest-based ads, follow these instructions from Facebook: <https://www.facebook.com/help/568137493302217>

Facebook adheres to the Self-Regulatory Principles for Online Behavioural Advertising established by the Digital Advertising Alliance. You can also opt-out from Facebook and other participating companies through the Digital Advertising Alliance in the USA <http://www.aboutads.info/choices/>, the Digital Advertising Alliance of Canada in Canada <http://youradchoices.ca/> or the European Interactive Digital Advertising Alliance in Europe <http://www.youronlinechoices.eu/>, or opt-out using your mobile device settings.

For more information on the privacy practices of Facebook, please visit Facebook's Data Policy: <https://www.facebook.com/privacy/explanation>

Contact Us

If you have any questions about this Privacy Policy, please contact us: <https://citt-au.com/contact>.