

EMDR Masterclass – Privacy Policy

EMDR Masterclass collects information about you that only relates to your registration to attend our training. This information includes your contact details and, if relevant, any information related to dietary requirements or accessibility needs. We may store your information in electronic or hard copy form. If you choose not to provide us with your details needed to proceed with registering for training, we are unable to provide you with a service.

All information we collect in relation to your registration is kept strictly secured. We use the information to confirm your eligibility to attend our training (e.g. level of accredited EMDR Basic Training completed), and to provide you with the following: workshop details, pre-workshop materials, personalised workshop materials, post-workshop follow up information and future workshops. If you do not wish to receive information, please opt out by emailing [us](#).

Security

EMDR Masterclass uses a third party portal *Event Bookings* for all registrations. For further information on the privacy and storage of your information on this third-party portal please go here [Our Privacy Policy | EventBookings](#)

EMDR Masterclass also receives the information you provide to *Event Bookings* at the time of your registration. This information is kept secure by EMDR Masterclass and is not provided to any other parties. EMDR Masterclass does not have access to any of your payment or financial information.

The security of your personal information is important to us and we take precautions to protect personal information, in accordance with systems we already have in place that align with security and storage of health information.

Some of the ways we protect your information include;

- Electronic storage of information in secure client management systems
- Restricting access to personal information only to staff who need it to perform their daily functions
- Maintaining technology security
- Maintain physical security over any paper records.

Direct Marketing

EMDR Masterclass may use your contact information to advise you of upcoming workshops or industry information. Your consent to receive direct marketing information in this way will be deemed if you do not choose to opt out and will remain current for an indefinite period of time, unless you notify us otherwise. You can choose to opt out anytime [here](#)

Access to personal information

If you would like to access the information we hold about you, please contact us [here](#) . We may charge an administration fee to cover the reasonable costs of retrieving the information and supplying it to you. Access to personal information may be refused under some circumstances, such as related to legal proceedings or frivolous or vexatious requests.

Making a privacy complaint

If you have a complaint about how we store or use your personal information, please contact us with your concern, and how you would like your complaint resolved. Please see our Grievance Policy. We will investigate and respond within 30 days. If you are dissatisfied with the outcome, you may refer your complaint to the Office of the Australian Information Commissioner www.oaic.gov.au

Third Party Websites

EMDR Masterclass website, and the associated websites of the EMDR Masterclass trainers, may contain links to other websites which are owned and operated by third parties, independent of EMDR Masterclass. We are not responsible for the Privacy Policies on other websites.