

General website Terms and Conditions

Introduction

This provides a full explanation for the use of our website, meaning all information on the website that belongs to Pivotal Recovery CIC, by continuing to browse and use our website you are agreeing to comply with and accept our terms and conditions in full. If you disagree with the Terms and Conditions or the Privacy Policy then please do not use our website. Please read the Privacy policy along with the Terms and Conditions.

Use of Website

1. The content of the website is for general information and is subject to change at anytime.
2. We will be excluded for any such liability because Pivotal Recovery CIC, or any third party, cannot provide any guarantee of the completeness, suitability of the information and materials; or accuracy, performance or timeliness found or offered on this website.
3. The website does contain materials and trademarks which are owned or licenced by Pivotal Recovery CIC or Paula Hall Ltd and any form of reproduction of the site and materials is not allowed, other than with copyright notice.
4. Any unauthorised use of this website may lead to a claim for damages and/or be a criminal offence.
5. Pivotal Recovery CIC reserve the right to remove any content or comments at any time.

Use of Materials

1. Use of any materials and courses on this website is at your own risk and Pivotal Recovery CIC shall not be liable.
2. Pivotal Recovery can not supply any evidence of completion of our courses. We will not enter into any correspondence with any third party (such as, but not limited to, solicitors or legal representatives) about participation, completion or any other aspects of any of our programmes.
3. Pivotal Recovery CIC will allow appropriate third party links and these are provided for the benefit of having further information. This does not mean we endorse the websites or information and we have no responsibility for the content of the linked websites.
4. The content of any purchased course or programme is provided to the user on an ongoing basis. However, we reserve the right to cancel any account that has remained idle for more than 12 months.
5. Our courses have been developed for adults. By purchasing any of our courses, you acknowledge you are over the age of 18.
6. When a user purchases a course their email address is added to our email list for Pivotal Recovery communications. Users can opt out of receiving emails at any time. See our [privacy policy](#) for full details.
7. If you access any of our courses using a licence code issued by one of our affiliate organisations, you may also be bound by terms and conditions of that organisation.

8. If you choose to work through one of our programmes with the support of a counsellor, coach or other health professional or support worker, it is your responsibility to ensure they are adequately trained to support you. Pivotal Recovery CIC accepts no liability for the actions or advice of any third parties.
9. Because our courses are digital products with full, immediate access, we do not offer refunds once the payment is complete.

The use of this website and materials is subject to the laws of Great Britain.

Privacy Policy

Introduction

This privacy notice sets out how Pivotal Recovery CIC uses and protects any information that you give when you use this website.

Pivotal Recovery is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Any personal data provided by you will be held and processed in accordance with the data protection principles set out in the [General Data Protection Regulation](#) (GDPR) and best practice set out by the (UK) Information Commissioners Office ico.org.uk.

Pivotal Recovery may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 29th March 2022.

What information do we collect?

- Service/information requests – Registering with us to request information or access to our online recovery programme involves providing us with your name and contact details including email address.

What do we use your information for?

We use information held about you in the following ways:

- To provide users with access to the Pivotal Recovery Course
- To provide professionals with further information about the Pivotal Recovery Course
- For internal record keeping of professional enquiries
- To provide users with information about complementary services from Pivotal Recovery.
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What information do we share?

We will not share any information about you with other organisations or people, except when required to do so by applicable law or to comply with financial regulations.

How do we keep your information safe?

All information you provide to us is stored as securely as possible. All electronic records are stored on a secure computer server, all access to which requires password-protected double authentication, or by reputable service providers using secure internet 'cloud' technology. Unfortunately, the transmission of information via the internet is never completely secure. Although we will do our best to protect your information using industry-standard protocols and encryption, we cannot guarantee the security of your data transmitted to us via email, including forms completed on our website which are transmitted by email; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

You have the right to ask us to provide a copy of the information held by us in our records. You also have the right to require us to correct any inaccuracies in your information. If you would like to do this, please contact info@pivotalrecovery.org

Your data will be kept for a maximum of three years. Enquiries from health professionals will be kept with the purpose of legitimate interest. You may ask us to remove your data at any time by writing to us at info@pivotalrecovery.org.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

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