**TICA Privacy Policy**

**1. Purpose of the Policy**

This Privacy Policy outlines the lawful basis on which TICA (Trauma Informed Community Action) processes personal data, including collection, usage, transfer, and retention. It also details individuals' rights to access and amend their data. Changes to this policy will be updated in accordance with legal and privacy practices.

**2. Who We Are**

Trauma Informed Community Action (TICA) is dedicated to providing trauma-informed support. Our registered address is [Your Address Here]. We share data with affiliates in relevant regions to enhance our services.

**3. Lawful Basis for Processing Personal Data**

TICA processes personal data based on legitimate interest, necessity for contract performance, compliance with legal obligations, and with explicit consent for specific purposes like research, event management, and volunteer coordination.

**4. Processing Special Categories of Data**

We process special category data, such as health and ethnicity information, mainly with explicit consent or for employment, public health, and substantial public interest reasons. Research involving special category data is conducted in the public interest.

**5. Personal Information We Collect**

* **Job Applications**: We collect data during the recruitment process for shortlisting, diversity monitoring, and employment management.
* **Event Participation**: Information like names and email addresses are gathered for event management and legal obligations.
* **Membership**: Data such as names, contact details, and reasons for joining are collected to manage memberships and fulfil contractual obligations.
* **Online Accounts**: Data like names, emails, and passwords are collected for account creation and network support.
* **Research**: Personal data is collected through various methods for research purposes, stored securely, and used responsibly.
* **Website and Social Media**: Usage data is logged to improve our services and marketing communications.
* **Devices and Location**: Data from devices, including IP addresses and approximate locations, is collected to enhance user experience.
* **Messages**: Information from messages is stored for analysis and complaint resolution.
* **Profiling**: Data is analysed to improve marketing effectiveness.

**6. How We Share Information**

* **Service Providers**: Third parties may access data to perform services on our behalf under strict confidentiality agreements.
* **Legal Disclosures**: Data may be disclosed to comply with legal obligations or protect our rights and safety.
* **Cross-border Transfers**: Data may be processed internationally under regulatory safeguards.

**7. Data Retention**

Personal data is retained in line with TICA’s data protection policies, varying from time period?

**8. Your Rights**

You have rights under data protection laws including access, rectification, erasure, restriction, data portability, and objection to processing. You can also withdraw consent where applicable.

**9. Additional Information**

* **Cookies**: Used to understand visitor behaviour and improve user experience.
* **Security**: Measures are in place to protect your data.
* **Third-party Content**: TICA is not responsible for the accuracy of external content linked or published on our site.

**10**. **Detailed Cookie Information**

* **Essential Cookies**: Enable core functionality and cannot be disabled.
* **Marketing Cookies**: Track advertising effectiveness.
* **Functional Cookies**: Remember user choices for a personalized experience.
* **Analytics Cookies**: Understand visitor interactions to improve website performance

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| --- | --- | --- | --- |
| **Cookie Name** | **Purpose** | **Duration** | **Cookie Type** |
| XSRF-TOKEN | Used for security reasons | Session | Essential |
| hs | Used for security reasons | Session | Essential |
| svSession | Used in connection with user login | 12 months | Essential |
| SSR-caching | Used to indicate the system from which the site was rendered | 1 minute | Essential |
| \_wixCIDX | Used for system monitoring/debuggi ng | 3 months | Essential |
| \_wix\_browser\_sess | Used for system monitoring/debuggi ng | Session | Essential |
| consent-policy | Used for cookie banner parameters | 12 months | Essential |
| smSession | Used to identify logged in site members | Session | Essential |
| TS\* | Used for security and anti-fraud reasons | Session | Essential |
| bSession | Used for system effectiveness measurement | 30 minutes | Essential |
| fedops.logger.X | Used for stability/effectiven ess measurement | 12 months | Essential |
| wixLanguage | Used on multilingual websites to save user language preference | 12 months | Essential |

**10. Contact Us**

For more information or questions about this policy, please contact info@traumainformedcommunityaction.org.

By consenting to this policy, you agree that your data may be used for research and publishing purposes, ensuring confidentiality and ethical handling of your information.