



Catalyse Privacy Policy 2026

At Catalyse, we are committed to protecting your personal data and being transparent about how we use it. This policy explains what information we collect, why we collect it, and your rights under UK data protection law.

1. Who we are

Catalyse is a not-for-profit social enterprise. We aim to understand and help to relieve psychological distress in individuals and society by promoting the practice of, and the provision of facilities for, Cognitive Analytic Therapy (CAT). Catalyse is a trading identity of Catalyse CAT Limited, which is a Private Company Limited by Guarantee in England and Wales. Company registration number 07504821, registered at: The Almonds, Church Street, Clitheroe, Lancashire BB7 2DD

2. What we do

We train qualified mental health professionals in Cognitive Analytic Therapy to the accredited standard for CAT Practitioners. We also train a wider range of people in Cognitive Analytic Therapy skills and their applications. We offer Continuing Professional Development to CAT Practitioners, Psychotherapists and other psychological therapy professionals through short courses, workshops and other training resources. We promote the development of, and research into, the continuing integration of psychological therapies through Cognitive Analytic Therapy theories and methods. We provide personal reformulation services to clinical psychology trainees, CAT skills and foundation course trainees and others requesting these services. We foster professional and public engagement, leading to creative collaboration and networking among CAT practitioners and others interested in CAT, and wider public awareness of CAT, through a range of engagement strategies including open meetings, website pages and social media, partnerships and collaboration with other organisations and service users.

3. Our commitment

We are committed to protecting and respecting your privacy. People who work with us to provide our services share these values and are individually responsible for complying with data protection legislation. We do not share your personal data with external organisations unless this is essential to the legitimate operation of our business. This notice provides an overview of how we comply with data protection legislation and the basis on which any personal data we collect from you, or that you provide to us, will be processed.

4. How we obtain personal data

When we say 'personal data' we mean identifiable information about you, like your name, email, address, telephone number, bank account details, payment information, support



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queries, website comments and so on. If you can't be identified (for example, when information about you has been aggregated and anonymised) then this notice doesn't apply. When you use the Catalyse website, we may collect personal information about you when you request a specific service and every time you email us your details. You may provide us with your personal details when you

- register for a course, a conference or a training event
- purchase a license to stream training videos
- contact us for information about cognitive analytic therapy
- request information about personal reformulations
- enquire about Catalyse services (e.g. bespoke training, research, evaluation or organisational consultancy)

Our website uses cookies to improve user experience. You can manage cookie settings through your browser.

5. How we use personal information

5.1 *We use this information*

- to contact you to respond to your queries (if you email us with a question, for example),
- to provide you with services (e.g. send you an email bulletin, give you access to streaming services, or enable your progress through a training course, for example)
- to process payments
- to contact you to ask you to respond to surveys
- to keep you informed about Catalyse activities and developments, for example by sending you our Newsletter.

5.2 *Financial records*

We are required by law to hold information on payments received for our financial records. This information may include:

- Your full name,
- Your email address,
- If you are a business, your business name and correspondence address,
- The dates and amounts of payments and invoices, and
- Payment data that allows us to create our financial records.



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The information we hold and the way we use it varies, depending on your role or the service you use. More specific information is given below:

5.3 Catalyse Executive and Board

Personal details of Executive and Board members are held for the purpose of internal communication and financial transactions. They have control of what personal information they wish to be displayed on our websites.

5.4 Professionals contributing to our training courses

People who contribute include CAT practitioners who provide teaching, continuing professional development events, marking, moderation, trainee advice and training therapy. Their personal information is stored for the purpose of organising these services and for financial transactions. Each collaborator providing services for Catalyse undertakes to maintain high standards of data security and privacy for Catalyse clients.

A Catalyse intranet site is available to supervisors, facilitators and markers who contribute to our Practitioner training course, in addition to trainees, at <https://associates.catalyse.uk.com>. When accessing the Catalyse intranet, we process users' login details (such as name, email address, and account activity) to provide secure access to course materials. The intranet is used for accessing and downloading content only, and does not require users to submit personal data via the system.

5.5 People undertaking training with Catalyse

This includes those in Association for Cognitive Analytic Therapy (ACAT) CAT practitioner training, CAT skills training, CAT supervisor training and CPD events. Their personal information is kept for the purpose of providing these services. This may include attendance records and where applicable, details of course assignments and marks. On completion of training, these records are kept for five years. Contact details continue to be held for the purpose of keeping trainees informed about Catalyse activities and other training opportunities. For more details, please refer to the document on the Catalyse website:

Catalyse Privacy Notice Addendum: For people undertaking ACAT Accredited training with us.

5.6 Personal reformulations

Personal details of Catalyse Personal Reformulation (PR) Therapists are held for the purpose of internal communication and financial transactions. PR Therapists have control of what personal and contact information they wish to be displayed on our website.

Names of PR recipients are stored for the purpose of administering the contracts between Catalyse and those commissioning PR services. Where enquiries about PRs are made through the website, then names and contact details are processed as they are passed on to relevant PR therapists. Information pertaining to payment is also held where a PR is



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purchased through the website. No sensitive information on those accessing PRs is held by Catalyse. Such information is confidentially held by individual PR therapists who provide personal reformulations through Catalyse, and each PR therapist will have their own privacy policy.

5.7 Cognitive Analytic Therapy clients

The Catalyse Sheffield Psychotherapy Practice is no longer in operation, since August 2021. Contact details for people who previously had therapy through the Psychotherapy Practice are held confidentially and securely and retained for seven years for clinical governance purposes. Such information is confidentially held by individual Therapists who provided cognitive analytic therapy and clients separately consented to the data protection arrangements with their therapist. No other details nor sensitive information are held by Catalyse. A more detailed privacy policy for past CAT clients is available. Please [contact us](#) if this is required.

5.8 People streaming our videos

People who purchase a license to stream training videos from our website create an account which provides us with personal data including payment information. We use this information to provide you with access to the streaming service and to ensure that you are aware of and adhere to the Terms and Conditions of use.

5.9 People using our website

Website users may provide us with personal information relating to any of the above services. When users purchase any product or service through the Catalyse website shop (including CPD, training-related items, personal reformulations or video streaming), they create an account which provides us with personal data including payment information.

We use PayPal for payments and other services. If you wish to use one of these services and pay on our website, PayPal may collect the personal data you provide, such as payment and other identifying information. PayPal uses this information to operate and improve the services it provides to us and others, including for fraud detection, harm and loss prevention, authentication, analytics related to the performance of its services, and to comply with applicable legal requirements. The processing of this information will be subject to the PayPal Privacy Statement available at [PayPal.com](https://www.paypal.com/privacy).

Website users may contact us through the website to express interest in our organisation. As outlined in section 5.1 we may use this information for improving our products and services, occasional emails about new events, courses, networks, other products or other information which we think you may find interesting, using the email address which you have provided. You can unsubscribe to such email communications at any time. From time to time, we may also use your information to contact you for market research purposes. We may use the information to customise the website according to your interests.



[Click here for additional website and cookie information.](#)

6. Data retention and destruction

We do not keep information about you any longer than is necessary. The length of time we keep your data may be determined by statutory or regulatory requirements. We delete or destroy all personal data when it is no longer required.

7. Your rights

7.1 Subject Access

You have the right to see what personal data we hold about you. You also have the right to know where we got the data from, how and why we are processing your data, who it has been shared with, and how long we intend to keep it for.

7.2 Rectification

You have the right to ask us to investigate, and correct where appropriate, any personal data we hold about you that you believe is wrong.

7.3 Erasure

You have the right to ask us to erase personal data that we hold about you where we no longer have a lawful purpose to process the data, or where the data is being processed based on your consent which has now been withdrawn.

This right may be restricted by our need to comply with laws, regulations or other legitimate reasons that require us to retain data. However, we will tell you if this is the case.

7.4 Restriction of Processing

You have the right to ask us to restrict the processing of your personal data. Restricted processing means that we cannot make any changes to the data unless we have your consent. You can ask for restricted processing where:

- You believe the data we hold is inaccurate and we need time to properly investigate,
- We have unintentionally come into possession of your personal data that we should not hold but you do not want us to delete it,
- Where we no longer need your personal data, but you want us to hold on to it for legal reasons, or
- Where you have objected to how we use your personal data, and this is being investigated.



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7.5 Right to Object

Where you feel that we are processing your personal data in a way that is inappropriate you have the right to object and so ask us to demonstrate legitimate grounds for doing so. This includes asking us not to communicate with you other than in ways you choose.

7.6 Right to not be subject to Automated Decision-making or Profiling

We do not use automated processing or profiling and your data are never subject to these methods.

8. The legal basis under which we hold and process your data

8.1 Consent

We hold data on this basis because you have asked us to contact you or provide you with a service.

For example, you may consent to us holding information about your progress on your training course and communicating with ACAT (The Association for Cognitive Analytic Therapy) in relation to this and completion of training. You are able to remove your consent at any time. You can do this by contacting us at admin@catalyse.uk.com

8.2 Contract

We hold data on this basis if we enter into a contract with you and use of your personal data is required in order to fulfil that contract.

An example would be giving you access to video streaming services after making a subscription, or delivering training to you over the duration of the training course as part of the work we have contracted to provide to you.

8.3 Legitimate Interests

We hold data on this basis in order to offer and conduct the service we provide to you, it is necessary to gather and use your data as part of this provision.

An example would be retaining your information on a database for the purposes of administering our training course, contacting you about CPD events onto which you are booked, or maintaining IT security on our website.

9. For people resident in the European Union

This consent also covers processing of your data outside of the European Union.

10. How to contact us

If you would like any further information, or you would like to exercise any of your data protection rights, please get in touch.



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By email: info@catalyse.uk.com

By phone: 07842 137745

By post: Catalyse Administrator, The Almonds, Church Street, Clitheroe, Lancashire BB7 2DD

Catalyse Privacy Notice downloads are available on the webpage at

<https://catalyse.uk.com/privacy-notice/>

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