INSIGHT RECOVERY NETWORK · FOR TREATMENT CENTRES

Provider privacy notice

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Insight Recovery Network Ltd, company number 16813825, 17 Cavendish Crescent, Newquay, United Kingdom, TR7 3DS · info@insightrecoverynetwork.com

The current version of this notice is at insightrecoverynetwork.com/provider-privacy.

Who is responsible

Insight Recovery Network Ltd, company number 16813825, is the controller of the personal information described in this notice. Its registered office is 17 Cavendish Crescent, Newquay, United Kingdom, TR7 3DS. Contact info@insightrecoverynetwork.com with privacy questions, corrections, objections or other rights requests.

This notice is for people who register for or use a treatment centre account, and for staff who are named or shown on a centre’s listing. It does not cover clinical records, which IRN does not hold, or people who use the directory to look for treatment, who are covered by the website privacy policy.

Information and sources

When a person registers we collect their name, role and work email address, the centre’s name, address, country, phone number and website, any licence or registration details given, and the information used to confirm the person represents the centre. We record our decision on each request and the reason.

We keep a record of the sign-in links we send and whether each was used, and of signed-in sessions. A sign-in link expires after 30 minutes and a session after 30 days. We keep the text and photos added to a listing, each change submitted, which account submitted it, and our decision on it. We hold the email address a centre gives for enquiries, which is not published.

For each listing we count page views, presses of the call and website buttons, enquiries sent to the centre and, for sponsored places, how often they were shown and followed. These are daily totals. They do not identify any visitor.

When a paid plan is requested we record the plan, the version of the agreement accepted, the time, and the internet address the request came from. For a paid plan we hold the subscription status, the dates and amounts of payments and our payment provider’s reference numbers. We never receive full card details.

We obtain this information from the person who registers, colleagues authorised to provide it, the centre’s own website, public registers and regulators, and our payment provider. Do not submit patient records, images in which a patient can be identified, or confidential information about people receiving treatment.

Purposes and lawful bases

We use this information to confirm who represents a centre, operate the centre’s account, review and publish its listing, provide and bill paid plans, send service messages and keep the directory accurate. We rely on our legitimate interests in running an accurate and accountable directory and managing business relationships, balanced against the limited professional information involved. For a sole trader who contracts personally, processing needed to take steps they ask for before a contract and to perform it may instead rely on contract. We rely on legal obligation where records must be kept or disclosed by law.

Staff information and images are published only as part of the centre’s listing, with the rights and lawful basis needed. Staff should be shown this notice before their details or image are supplied. We consider every objection and every request to remove or correct personal information. A content licence is not a substitute for a lawful basis under data protection law.

Registering does not subscribe anyone to marketing emails. Sign-in links, review decisions, billing messages and other service messages are sent because they are needed to run the account.

Recipients and international processing

Authorised IRN staff and the suppliers below handle this information for these purposes. A centre account gives access only to that centre’s own listing.

The website and its database run on Replit, which states that its services are primarily hosted in the United States. Sign-in links and account emails are sent through Resend, an email delivery service based in the United States. Photos are stored with Supabase in Ireland. Card payments are handled by Stripe, which receives the billing contact’s name and email address and the payment details entered at checkout. Account information may therefore be processed outside the United Kingdom. Each supplier publishes terms describing its transfer safeguards. Contact IRN for information about the safeguards that apply to your information.

We may check claims against public registers or with regulators, and share information with professional advisers where needed. Approved listing content is public. It can be read anywhere in the world and copied or indexed by third parties, including search and AI services. Work contact details given at registration, evidence and review notes are not published.

Retention

We keep account, review and listing records for as long as the centre has an account or a listing we manage with it. When an account closes or a request is declined, we review whether the information is still needed for enquiries, complaints, evidence or legal obligations. Records of accepted terms, approvals, payments and relevant correspondence may be kept longer to evidence the contract or meet legal requirements.

A photo removed from a listing is deleted from storage. Retention otherwise depends on the type of record, the relationship and any active complaint or legal matter. Centre accounts are not on an automatic deletion schedule. Backups and copies held by suppliers follow their own retention and erasure processes. You may ask IRN for the retention criteria or for an individual review. We will not say that a record has been deleted until that has been confirmed.

Your choices, rights and complaints

Registering is voluntary, but IRN cannot confirm a representative or manage a listing without the identity, role and contact information asked for. Decisions about requests, listing content and paid plans are made by people.

Depending on the circumstances, you can ask for access, correction, erasure, restriction or portability, and can object to processing based on legitimate interests. Where processing relies on consent, you may withdraw it without affecting earlier lawful processing. These rights have conditions and exceptions. Contact info@insightrecoverynetwork.com. You may also complain to the Information Commissioner’s Office at ico.org.uk/make-a-complaint/.

Centre account pages, this notice and the agreement do not load Google or Meta tracking. The website’s wider privacy and cookie policies apply to other pages.