**Counselling for Changes Privacy Policy**

**Contact Details**

Counselling for Changes

Email: [counsellingforchanges@gmail.com](mailto:counsellingforchanges@gmail.com)

Phone:07507 911650

This privacy policy explains what happens to any personal data that you provide when visiting my website or communicating with me electronically. I do update this policy from time to time so please feel free to return and review this policy.

**The Information I collect.**

In operating this website, I may collect and process the following data about you.

* Details about your visits to the website and the resources that you access, including but not limited to, traffic data, weblogs and other communication data.
* Information that you provide by filling in the contact form on the website.
* Information provided when you communicate with me.

**How we get the information and why we have it**

The personal information we process is directly provided by you. The information that I collect and store is primarily used to enable me to provide information about my services to you. I may use the information to assist me in meeting my contractual commitments to you.

I do not sell or share any client information with any third parties.

**Your Consent**

You are able to remove your consent at any time. You can do this by contacting me, Sue Bird via email at [counsellingforchanges@gmail.com](mailto:counsellingforchanges@gmail.com)

**How we store your personal information**

Your personal information is stored securely. This is either in lockable files only accessible by me for paper records or 2 step verification, password protected electronic files.

I keep name, address and contact details such as email address and phone number for 5 years. I will then dispose of your information either by securely shredding in the case of any paper documentation or any electronic details or communications will be deleted and removed from “Trash”.

The transmission of any information via the internet is not completely secure and therefore I cannot guarantee the security of the data sent to me electronically. The transmission of such data is therefore entirely at your own risk.

**Your data protection rights.**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [counsellingforchanges@gmail.com](mailto:counsellingforchanges@gmail.com) if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [counsellingforchanges@gmail.com](mailto:counsellingforchanges@gmail.com)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Date: 04/10/2023