

Supportive Steps Counselling Privacy Policy

This Privacy Policy will help you understand how we use and protect the data you provide when you access our web site, www.supportivestepscounselling.co.uk make an enquiry about counselling and attend your counselling sessions.

We reserve the right to change the policy at any given time and you will be updated of the change promptly.

WHAT USER DATA DO WE COLLECT

While using Our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to:

- Email address and Home address
- First and last name
- Telephone number

WHY WE COLLECT YOUR DATA

The Company may use the information collected for the following reasons:

- To provide and maintain our Service, including to monitor the usage of our Service.
- To manage your Account and registration as a user of the Service.
- For the performance of a contract: the development, compliance and undertaking of the purchase contract for the services you have purchased or of any other contract with us through the Service.
- To contact you by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities or contracted services, including the security updates, when necessary or reasonable for their implementation.
- To provide you with news and general information about other services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information.
- To attend and manage your requests to us.

SAFEGUARDING AND SECURING DATA

Supportive Steps Counselling is registered with the Information Commissioners Office (ICO) and as the Data Controller of your personal information, complies with the Data Protection Legislation.

We are committed to securing your data and keeping it confidential by doing everything in our power to prevent data theft and unauthorized access – Please see 'SECURITY' section.

Client information is kept in accordance with the GDPR Act 2018.

LINKS TO OTHER WEB SITES AND ORGANISATIONS

We have no links to other organisations or web sites and your data will never be passed on to anyone else.

SECURITY

Your Identification information (name address and contact details) is kept in a secure and separate location to any personal information divulged during counselling sessions.

Minimal notes are taken during or after counselling sessions. They are anonymised and are kept in a secure and separate location to your Identification Information. Notes will not be provided to other agencies or professionals unless there is a requirement by law.

Electronic records are protected by using the 'iCloud one drive.'

We will retain your personal information only for as long as necessary to provide the service requested for the purposes set out in this privacy policy. We will only retain and use the information to the extent necessary to comply with our legal obligations, resolve disputes and enforce our policies.

You will not receive unsolicited marketing emails from us.

LOG FILES:

www.supportivesteps counselling.co.uk follows a standard procedure of using log files. These log visitors when they visit web sites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include the internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analysing trends, administering the site, tracking users' movement on the web site, and gathering demographic information. Like any other website, wwwsupportivesteps counselling.co.uk uses 'cookies' to store information including visitors' preferences. This is used to optimise the users experience by adapting our web page content based on visitors' browser information.

CONSENT:

By using our website, you hereby consent to our Privacy policy and agree to its terms.

If you have any further questions, please contact enquiries@supportivesteps counselling.co.uk