

## **Privacy Policy**

This Privacy Policy explains how I Vicky Ashraf of Wellbeing Counselling & Coaching, use and protect any information that you give to me when you use this service.

I am committed to ensuring that your privacy is protected. Should I ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

I may change this policy from time to time and I suggest that you regularly check this page to ensure that you continue to be comfortable with the measures that I am taking to protect your privacy. This policy is effective from 25<sup>th</sup> May 2018.

By visiting [www.wellbeing-counsellingservice.co.uk](http://www.wellbeing-counsellingservice.co.uk), you are accepting and consenting to the practices described in this policy.

Wellbeing Counselling & Coaching is registered with the ICO under the Data Protection Act 1998 as a data controller (Registration No. ZA61404.) Full details of my notified purposes can be viewed on the Information Commissioner's Office website <https://ico.org.uk/>

### **Information I may collect**

In order to operate effectively and provide you the best experience when using my services, I may ask you to provide some general identification and contact information, such as your name, address, email, telephone details, gender, marital/family status and date of birth. You may also share with me sensitive information that may be volunteered by you, as to why you are interested in using my services.

You provide some of this data directly when you email me to request information on counselling, coaching or supervision.

With regard to each of your visits to my site, I may automatically collect the following information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from my site (including date and time); services you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

I will process your data when it is in the legitimate interest to do this and when these interests are not overridden by your data protection rights.

## **Yell Business**

My website is powered by Yell business. Yell store any activities made by users, which are then used for Website Analytics, to monitor how my website is performing.

Yell may also hold information you share on my websites contact form. This information is for backup purposes only and will not be accessed by Yell without my consent. I would only request this information from Yell in the event of any technical issues.

## **How I use your personal data**

I use the data I collect from you to operate my business efficiently. I use it to provide you with an invoice or receipt for my services, to communicate with you regarding enquiries you have made, to book, change or cancel an agreed appointment in the event of an emergency or unexpected situation and to advise you of any useful information that may come to our attention which is related to your original enquiry

## **Disclosure of your information**

I will only use your personal information for the purposes for which it was obtained in the first place. I won't share it with any third parties and you won't receive any communications from other organisations.

However, there are two very explicit ways in which your data might be shared:

- Where I am legally bound to disclose your personal information, for example, to further criminal investigation or
- To keep you safe if I believe you (or someone else) is at risk of serious harm or abuse.

## **Where I store your personal data**

The data that I collect from you will be transferred to and stored at a destination within the European Economic Area (EEA). All personal information is protected by passwords and anti-virus support.

Unfortunately, the transmission of information via the internet is not completely secure. Although I will do my best to protect your personal data, I cannot guarantee the security of your data transmitted to my site; any transmission is at your own risk. Once I have received your information, I will use strict procedures and security features to prevent unauthorised access.

## **How long will I keep your personal information?**

I am committed to retaining your personal information for no longer than necessary, in relation to the purpose for which it was first collected. This is in line with guidance from the Information Commissioner's Office. I may hold some types of data for up to six years. For example, in the case of financial transactions, I will keep your personal information for as long as legally required in respect of tax or accounting purposes, which could be anything up to six years after a transaction has taken place.

## **Access to information**

You can request access to the personal information that I hold about you. I will provide this except in the limited circumstances in which I am permitted not to. Any access request may be subject to a fee of £10 to meet my costs in providing you with details of the information I hold about you.

You may request amendments to the personal information I hold about you that is inaccurate or out-of-date. You hold the 'right to be forgotten' and upon express written request your details will be permanently deleted. If you request that I delete your personal information, I will take all reasonable steps to do so unless I need to keep it for legal, auditing or internal business purposes.

## **Cookies**

By continuing to use my site, you are agreeing to my use of cookies described below.

### **Cookies policy**

Cookies are little text files downloaded by and stored on your device (phone, laptop, tablet, etc.) when you visit a website. Cookies are used to help the website owner to provide you with a smooth experience while you browse.

Cookies are used to:

- Make my website work
- Collect anonymous data to gain insight into how visitors use our website
- Help us show advertisements about our services to those people who might be interested in them
- Allow you to share content with social networks like Twitter and Facebook.

Wellbeing Counselling & Coaching does not use cookies to collect any information that could personally identify you. Neither do I use cookies to pass on any personally identifiable information to third parties.

If you don't want me to use cookies in your web browser, you can remove them from your computer or change your browser settings so that it either blocks cookies altogether or asks you if you'd like to accept them from some websites. Some of my cookies are essential for my site to work properly.

The internet industry body, the Internet Advertising Bureau, has set up a website to provide information and advice on cookies: [www.youronlinechoices.com/uk/](http://www.youronlinechoices.com/uk/). Another source which gives information about how to delete and control cookies is [www.aboutcookies.org/](http://www.aboutcookies.org/).

## **Contact**

Complaints, questions, comments and access requests are welcomed and should be addressed to Vicky Ashraf, Wellbeing Counselling & Coaching, The Natural Health Clinic, 133 Gatley Road, Gatley, Cheshire. SK8 4PD Tel: 07954 434840. If you have a complaint which is not resolved to your satisfaction, you can contact the ICO <https://ico.org.uk/> or call 0303 123 1113