

Reaching Minds Counselling

PRIVACY POLICY

This privacy policy sets out how Reaching Minds Counselling uses and protects any information that you give Reaching Minds Counselling when you use this website.

Reaching Minds Counselling is committed to ensuring that your privacy is protected. Should we 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.

Reaching Minds Counselling may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. (This policy is effective from 05/04/2023.)

What we collect

We may collect the following information:

name and job title

contact information including email address

demographic information such as postcode, preferences and interests

other information relevant to the service

What we do with the information

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

Internal record keeping. / We may use the information to improve our services. / We may contact you by email, phone, fax or mail/ We may use the information to customise the website according to your interests.

Session Confidentiality

Information that you disclose within Reaching Minds Counselling therapeutic sessions is confidential. Exceptional circumstances when information may be shared with the relevant authorities are: -

- 1.where disclosure is made at your request or with your consent;
2. where we are legally required to do so;
3. where we believe that someone, especially a child or vulnerable adult is at risk of harm;
4. where we believe you are at risk of harm / in need of the emergency services;

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5.where disclosure is permitted by law and required to protect our interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on a computer's hard drive. Once added, the cookie helps analyse web traffic. The web application tailors its operations to our needs, likes and dislikes- by gathering and remembering information about our preferences.

Traffic logs about cookies identify which pages have being used. This helps analyse data about web page traffic and improve websites in order to tailor pages to customer needs. Reaching Minds Counselling only use this information for statistical analysis purposes and then the data is removed from the system.

In other words, cookies enable us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

Controlling your personal information

You can choose to restrict the collection or use of your personal information. Whenever you are asked to fill in a form on a website, look for the box that you can click to indicate that you do not want the information to be used by anybody else other than the counselling service.

We will never sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

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