

Privacy Policy

This policy explains how I Fiona Astbury of Dandelion Clock counselling, use and protect any information that you give 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 my services; 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 check this page regularly to ensure that you continue to be comfortable with the measures that I am taking to protect your privacy.

By visiting www.dandelionclockcounselling.co.uk (my site) you are accepting and consenting to the practices described in this policy.

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

(Any changes made to my privacy and cookie policy will be posted on this page.)

For the purpose of Data Protection Act 2018 the data controller is Fiona Astbury.

The information I may collect:

You may give me information such as your name, address, and telephone number. By filling in forms on my site or by corresponding with me by phone or email.

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

1. 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.
2. Information about your visit, including the full Uniform Resource Locators (URL) click stream 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-over), and methods used to browse away from the page.

Cookies

My site uses cookies to distinguish you from other users of my site.

A cookie is a small file of letters and numbers that I store on your browser or hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

The cookies I use are: -

1. Strictly necessary cookies are cookies that are required for the operation of my site.
2. Analytical/performance cookies allow us to recognise and count the number of visitors and see how visitors move around my site when they are visiting it. It also helps us improve the way my site works, e.g. by ensuring that users can find what they are looking for easily.
3. Functionality cookies are used to recognise you when you return to my site. This enables us to personalise my content for you and remember your preferences.

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

Use of Information

I will use your information

1. To carry out the obligations I have, arising from any contracts entered between you and me, also providing any information and services that you request from me.
2. As part of my efforts to keep my site safe and secure.
3. To improve my site and ensure that its content is presented in an effective manner.
4. To notify you of changes to my service.

Disclosure of your information

Any information I have about you is confidential except: -

1. When I have an ethical obligation if you disclose information of serious risk of harm to client, counsellor, a child or third party, wherever possible any break in confidentiality will be discussed with you prior to any action being taken.
2. When I may have a legal obligation to share, such as terrorism, money laundering and radicalisation.

Your personal details are kept to a minimum and are used for the running of my business including contacting you regarding your appointment, I will not contact you for any other reason.

Storage of personal Data

Your personal data is securely stored. Information is held for 5 years in accordance with my insurance policy requirements.

Access to information

You have the right to see the information I hold about you. Please ask and I will ensure you can view it at our following session. You can ask to amend anything you feel is incorrect information. You have the right to ask to have all information I hold to be deleted. If you ask me to delete your personal information, I will take all reasonable steps to do so unless I need to keep it for legal or internal business purposes.

Complaints, questions, comments, and access requests are welcome and should be made to:

Fiona Astbury Email: dandelionclockcounselling@virginmedia.com

Phone: 07582 688 930

Data Protection Registration reference: ZA230437