

## **Internet Privacy and Cookies Policy**

At Beacon Counselling, we are committed to safeguarding and preserving the privacy of our visitors. This Policy explains what happens to any personal data that you provide to us, or that we collect from you whilst you visit our site and how we use cookies on this website.

We do update this Policy from time to time so please do review this Policy regularly. The data controller for Beacon is **registered with the ICO** and can be contacted via [talk@beaconcounselling.co.uk](mailto:talk@beaconcounselling.co.uk)

### **Information That We Collect**

In running and maintaining our website we may collect and process the following data about you:

- \* Information about your use of our site including details of your visits such as pages viewed and the resources that you access. Such information includes traffic data, location data and other communication data.
- \* Information provided voluntarily by you. For example, when you submit a 'contact us' request.
- \* Information that you provide when you communicate with us by any means.
- \* Contact details are retained in order for us to arrange, conduct, and maintain therapeutic sessions with you.

### **Use of Cookies**

Cookies provide information regarding the computer used by a visitor. We may use cookies where appropriate to gather information about your computer in order to assist us in improving our website.

We may gather information about your general internet use by using the cookie. Where used, these cookies are downloaded to your computer and stored on the computer's hard drive. Such information will not identify you personally; it is statistical data which does not identify any personal details whatsoever.

You can adjust the settings on your computer to decline any cookies if you wish. This can be done within the "settings" section of your computer. For more information please read the advice at [AboutCookies.org](http://AboutCookies.org).

### **Use of Your Information**

We have a legitimate interest use in holding data that we collect from you as it helps to inform the services we provide to you.

### **Storing Your Personal Data**

In operating our website it may become necessary to transfer data that we collect from you to locations outside of the EEA for processing and storing. By providing your personal data to us, you agree to this transfer, storing and processing. We do our utmost to ensure that all reasonable steps are taken to make sure that your data is stored securely.

Unfortunately the sending of information via the internet is not totally secure and on occasion such information can be intercepted. We cannot guarantee the security of data that you choose to send us electronically, sending such information is entirely at your own risk.

### **Will your information be shared with anyone?**

We will keep your information within Cornerstone, except where disclosure is required or permitted by law or when we use third party service providers (data processors) to supply and support our services to you.

Our third party service providers include:

IT Support Services

Email Provider

Telephone Services Provider

### **Third Party Links and Services**

On occasion we include links to third parties on this website. Where we provide a link it does not mean that we endorse or approve that site's policy towards visitor privacy. For virtual sessions we will mutually enlist the help of third party video conferencing/telephony providers. You should review their privacy policy before providing them with any personal data.

### **Access to Information**

In accordance with General Data Protection Regulations (GDPR) you have the right to access any information that we hold relating to you. Please note that we reserve the right to charge a fee of £10 to cover costs incurred by us in providing you with the information.

### **Contacting Us**

Please do not hesitate to contact us regarding any matter relating to this Privacy and Cookies Policy via email at [talk@beaconcounselling.co.uk](mailto:talk@beaconcounselling.co.uk)

### **Complaints**

You have the right to complain about the processing of your personal information. Please contact us at the email address listed above. If you are still dissatisfied, then you have the right to complain to the Information Commissioners Office - [www.ico.org.uk](http://www.ico.org.uk).