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Rose Cottage Counselling Privacy Policy

This privacy policy explains how I collect, use and protect your personal information when you visit my website or contact me about counselling services.

1. Information Collected

I may collect:

- your name
- email address
- phone number
- postal address, where needed
- any information you choose to send through an enquiry form, email, text or phone call
- basic website usage information, such as IP address, browser type and pages visited

2. Use of Information

I use your personal information to:

- respond to enquiries
- arrange and provide counselling services
- keep appropriate client and business records
- manage appointments and communication
- maintain and improve the website
- meet legal, professional and regulatory obligations

I do not sell your personal information.

3. Cookies and Website Data

The website may use essential cookies to help it work properly. It may also use analytics cookies to understand how visitors use the site. Where required, non-essential cookies will only be used with your consent.

You can change or block cookies through your browser settings.

4. Sharing Information

I only share personal information where necessary, for example with:

- professional advisers or supervisors, where appropriate

- insurers or legal advisers
- public authorities, if required by law or where there is a serious risk of harm
- EAP services, where you have been referred to my service by them

Any sharing is limited to what is necessary.

5. Data Retention

I keep personal information only for as long as needed for the reason it was collected, including legal, insurance, tax and professional requirements.

Website analytics and technical data are usually kept for up to 24 months unless needed for security or legal reasons.

6. Security

I take reasonable steps to keep your personal information secure. However, no method of internet transmission or electronic storage is completely secure.

7. Your Rights

You have rights over your personal information, including the right to:

- ask for a copy of your data
- correct inaccurate data
- ask for data to be deleted
- restrict or object to how data is used
- withdraw consent where consent is the lawful basis for processing

Some rights may be limited where I need to keep information for legal, professional or safeguarding reasons.

8. Links to other websites

The website may contain links to other websites. I am not responsible for the privacy practices or content of those websites.

9. Changes to this policy

I may update this policy from time to time. The latest version will be posted on the website.

Contact

For questions about this privacy policy or your personal information, contact:

Email: rosecottagecounsellingch@gmail.com

Phone: 07768 249418