

# Privacy Policy

I am registered with the ICO (Information Commissioners Office) and adhere to the General Data Protection Regulation (GDPR) which means I need to tell you what data I am collecting from you and what I intend to do with it.

## Changes To This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the “effective date” at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

## Contact Us

If you have any questions about this Privacy Policy, please contact us by email at [phil@lifecounselling.co.uk](mailto:phil@lifecounselling.co.uk)

## Collected Information

By “Collected Information” we mean information collected by cookies, information collected by Clients that is provided to us or collected by us as Client Data, Registration Information, Payment Information, Account Activities Information, Statistical Information, Marketing Information, Disclosed Personal Information and any information we may collect from you, from our affiliates, or from other parties or through any other means.

Information Collected by Cookies: We use “cookies” to store specific information about you and track your visits to our Site. It is not uncommon for websites to use cookies to enhance the identification of their users. A “cookie” is a small amount of data that is sent to your browser and stored on your computer’s hard drive. A cookie can be sent to your computer’s hard drive only if you access our Site using the computer. If you do not de-activate or erase the cookie, each time you use the same computer to access our Site, our web servers will be notified of your visit to our Site and in turn we may have knowledge of your visit and the pattern of your usage. We use automatically collected information and other information collected on the Service through cookies and similar technologies to: (i) personalize our Service, such as remembering a User’s or Visitor’s information so that the User or Visitor will not have to re-enter it during a visit or on subsequent visits; (ii) provide customized advertisements, content, and information; (iii) monitor and analyse the effectiveness of Service and third-party marketing activities; (iv) monitor aggregate site usage metrics such as total number of visitors and pages viewed; and (v) track your entries, submissions, and status in any promotions or other activities on the Service. You can learn more about cookies by visiting <http://www.allaboutcookies.org>.

You can determine if and how a cookie will be accepted by configuring your browser, which is installed in the computer you are using to access the Site. If you desire, you can change those configurations in your browser to accept all cookies, to be notified when a cookie is sent, or to reject all cookies. If you reject all cookies, you may be required to re-enter your information on our Site more often and certain features of our Site may be unavailable.

Examples of Cookies we may use:

- Session Cookies: We may use Session Cookies to operate our Service.
- Preference Cookies: We may use Preference Cookies to remember your preferences and various settings.

- Security Cookies: We may use Security Cookies for security purposes

### **Unrestricted Information**

Any information that you voluntarily choose to include in a Public Area of the Service, will be available to any Visitor or User who has access to that content.

### **Disclosure to Service Providers**

We may provide your Collected Information to our affiliates and service providers under contract (such as customer care) to support the operation of the Site and Service. We work with third party service providers who provide website, application development, hosting, maintenance, and other services for us. These third parties may have access to, or process Personal Data or Client Data as part of providing those services for us. We limit the information provided to these service providers to that which is reasonably necessary for them to perform their functions, and our contracts with them require them to maintain the confidentiality of such information.

### **Disclosure for Law Enforcement**

Under certain circumstances, One Life Counselling & Psychotherapy may be required to disclose or make public Collected Information, including your Personal Data. For example, we may disclose Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation, for example in response to a subpoena or other judicial order or when we reasonably believe that such disclosure is required by law, regulation or administrative order of any court, governmental or regulatory authority.
- To protect and defend the rights or property of One Life Counselling & Psychotherapy, including to identify, contact or bring legal action against someone who may be infringing or threatening to infringe, or who may otherwise be causing injury to or interference with, the title, rights, interests or property of One Life Counselling & Psychotherapy, our Users, Clients, partners, affiliates, Visitors, or anyone else who could be harmed by such activities.
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability
- To pursue a claim or prevent further injury to One Life Counselling & Psychotherapy or others If we have reason to believe that a User is in breach of the Terms of Use or any other agreement with us

### **Retention of Data**

One Life Counselling & Psychotherapy, will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy or as reasonably necessary to provide, promote and support the Service. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies. One Life Counselling & Psychotherapy, will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Service, or we are legally obligated to retain this data for longer time periods.

### **Removing Personal Data**

If you wish to be informed what Personal Data, we hold about you and if you want it to be removed from our systems, please contact us. If you are not a client or User it is extremely unlikely that we would have your Personal Data.

### **Other Data Subject Rights**

In certain circumstances, you have the right:

- To access and receive a copy of the Personal Data we hold about you
- To rectify any Personal Data held about you that is inaccurate
- To request the deletion of Personal Data held about you

### **How We Use Collected Information**

One Life Counselling & Psychotherapy, may use the Collected Information for various purposes:

General: We use your Collected Information to improve our marketing and promotional efforts, to statistically analyse site usage, to improve our content and product offerings and to customise our Site's content, layout and Service specifically for you. We may use your Collected Information to provide technical support to Clients or other services to Clients, including but not limited to investigating problems, resolving disputes and enforcing agreements with us.

### **We do not otherwise sell, rent, trade or exchange any Personal Data of our Clients, Users or Visitors**

Your Collected Information may be transferred, stored, used and processed outside your home jurisdiction. In case of a merger with or transfer of business to another business entity, we will transfer your Collected Information to the entity which acquires the business (Should such a combination occur, we will require that the new combined entity follow this Privacy Policy with respect to your Collected Information).

### **Registration Information**

We may use your Registration Information to provide services that you request or to contact you regarding additional services about which One Life Counselling & Psychotherapy determines that you might be interested in. Specifically, we may use your email address, mailing address, phone number, mobile number or fax number to contact you regarding notices, surveys, product alerts, new service or product offerings and communications relevant to your use of our Site. We may generate reports and analysis based on the Registration Information for internal analysis, monitoring and marketing decisions.

### **Payment Information**

One Life Counselling & Psychotherapy will share your Payment Information with banks or vendors relevant to the transaction in order to enable transactions to be completed. In addition, One Life Counselling & Psychotherapy may use Payment Information to determine your credit-worthiness and, in the process of such determination, One Life Counselling & Psychotherapy may make such Payment Information available to banks or credit agencies. While One Life Counselling & Psychotherapy has in place up-to-date technology and internal procedures to guard your Payment Information against intruders, there is no guarantee that such technology or procedure can eliminate all of the risks of theft, loss or misuse. One Life Counselling & Psychotherapy shall not be liable to you or any other person for any damages that might result from unauthorized use, publication, disclosure or any other misuse of Payment Information, including credit card information.

### **Statistical Information**

We use Statistical Information to help diagnose problems with and maintain our computer servers, to manage our Site, and to enhance our Site and services based on the usage pattern data we receive. We may generate reports and analysis based on the Statistical Information for internal analysis, monitoring and marketing decisions. We may provide Statistical Information to third parties, but when we do so, we do not provide personally identifying information without your permission.

### **Disclosed Personal Information**

We facilitate electronic commerce between businesses and our services should not be used by individual consumers or for personal use. Should Personal Information be disclosed for business purposes in the course of using our Site and services, such Personal Information may be used to provide value-added services to our members to facilitate including without limitation marketing initiatives and contacts. Uses of any Personal Information by any of our members are subject to privacy laws in the respective jurisdictions of our members. Each of our members is solely responsible for observing applicable laws and regulations in its respective jurisdictions to ensure that all use of the Site and Services are in compliance with the same. Each of our members is expressly prohibited from using any Personal Information for illegal activities including without limitation to spamming.

### **How is my information stored?**

Your personal information is stored on our secure, password protected network, it can only be accessed by staff who have a legitimate business need. Some information will be held on third-party databases and we are confident that this information is secure. Please look at their individual Privacy Policies. We endeavour to keep our systems as secure as possible, however, no company or system can guarantee complete security as this can be affected by unknown, outside factors.

**Last Updated:** August 2022