

# Privacy Policy

Insight Counselling Ipswich ("We") is committed to protecting and respecting your privacy. This policy (together with our Client/Counsellor Agreement, signed in consultation with existing clients) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting <https://www.insightcounsellingipswich.com/> you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is Sarah Tomley of Insight Counselling Ipswich, Civic Drive, Ipswich, Suffolk IP1 2QA, UK.

## What information do we collect?

1. Information that you provide by filling in forms on our website which includes requesting further services.
2. If you contact us by letter or email, records of the correspondence may be kept by the organisation.
3. We may collect information about your computer, including where available your IP address, operating system and browser type, for statistical purposes. This is statistical data about our clients' browsing actions and patterns, and does not identify any individual.
4. We do not collect or use cookie files.

## Uses made of the information you give to us

We will use this information:

1. to carry out our obligations arising from any agreements or contracts entered into between you and us relating to counselling consultations and to provide you with the information and services that you request from us;
2. To carry out our obligations arising from any contracts entered into between you and us.
3. to notify you about changes to our services;
4. to ensure that content from our site is presented in the most effective manner for you and for your computer.
5. If you are an existing client, we will only contact you by electronic means with information about services similar to those which were the subject of services already provided.

## Uses made of the information we collect about you

We will use this information:

1. to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
2. to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
3. to allow you to participate in interactive features of our service, when you choose to do so;
4. as part of our efforts to keep our site safe and secure.

## Disclosure of your information

1. We may not disclose your personal information to third parties unless we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our website terms and conditions and other agreements; or to protect the rights, property, or safety of Insight Counselling Ipswich, our clients, or others. This includes, without limitation, exchanging information with other companies and organisations for the purposes of fraud protection.
2. Our site may, from time to time, contain links to and from other websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

**Where we store your personal data**

1. Personal data that we collect from you via any contact forms or orders placed through our site will either be sent securely to our email addresses, or will be stored on our servers inside the European Economic Area (“EEA”).
2. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

**Access to information**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

**Changes to our privacy policy**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our privacy policy.