**Ear2hear Counselling Services**

**Privacy Policy**

Ear2hear Counselling Services is committed to complying with the terms of the General Data Protection Regulation (GDPR) and to the responsible and secure use of your data. Ear2hear Counselling Services has a legitimate interest in processing personal data to provide counselling services.

The purpose of this statement is to let you know what personal information Ear2hear Counselling Services, collects, and holds, why we collect this data, how long it is stored for and your rights over your personal data.

1. **Information about you**
   1. I collect personal information from you when you enquire about our counselling services to set up an initial appointment. This information includes contact details, your availability and other relevant personal information. Once a client finishes Counselling, all date regarding their Counselling is stored securely for 7 years (**or the time you state)** and then destroyed.
   2. When you enquire about Counselling, we ask for contact details and relevant personal information from you that is needed to answer your enquiries and to keep you informed.
2. **Our use of this information**

2.1 Your data will be used only to provide you with my services and to give you information relating to my services.

I will not share your details with any other person or organisation without your knowledge and permission unless there is a legal requirement as stated in the counselling contract or any exceptions you may have.

A breach of confidentiality is when a person shares information with another in circumstances where it is reasonable to expect that the information will be kept confidential.

1. **Security**
   1. I will take all reasonable precautions to prevent the loss, misuse, or alteration of information you give me.
   2. Communications in connection with this service may be sent by email. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and give me permission to communicate with you in that way. Email, unless encrypted, is not a fully secure means of communication. Whilst I endeavour to keep our systems and communications protected against viruses and other harmful effects, we cannot bear responsibility for all communications being virus-free.
2. **Your tights over your personal data**
   1. If you would like to see the information we hold about you, or would like to correct, update or delete any records, please email me at [Ear2hear@protonmail.com](mailto:Ear2hear@protonmail.com)

If you have any concerns about my use of your data, please contact me at [Ear2hear@protonmail.com](mailto:Ear2hear@protonmail.com) and I will do my utmost to resolve any concerns you have. If for any reason I cannot resolve the issues you may choose to contact the ICO directly.