

Privacy Policy



Summary

This Privacy Notice applies to the personal data collected through the website www.helenstevenscounselling.com or through direct contact with Helen Stevens, such as email correspondence, phone calls, messages, or face to face meetings.

I ask that you read this Privacy Notice carefully as it contains important information about how I process your data and your rights.

1) What information do I collect and how?

On the website www.helenstevenscounselling.com - If you are just browsing the website no personal data will be collected about you, other than your IP address collected through cookies (see section 1.1 on cookies).

Direct contact - If you decide to contact me using the contact details provided on my website, then in the course of our conversation I may make a note of your name and contact details, and any other relevant information addressed. If we subsequently end up working together, we will agree and complete a working agreement between us for this work.

- 1.1) Cookies - If you are just browsing my website I will not collect personal data other than your IP address collected through cookies. By continuing to browse the site you are giving your consent to my use of cookies. Cookies are small pieces of data stored on a site visitor's browser, usually used to keep track of

your movements and actions on a site for the purpose of analysing visitor trends. This information is statistical and aggregated and is not processed for the purpose of understanding your particular usage of the website. www.helenstevenscounselling.com is hosted on the Wix.com platform. Wix.com places the following cookies on Wix sites:

First-Party Cookies

| Strictly Necessary | | |
|---------------------------|---|---|
| Cookie name | Duration | Purpose |
| ForceFlashSite | Session | When viewing a mobile site (old mobile under m.domain.com) it will force the server to display the non-mobile version and avoid redirecting to the mobile site |
| hs | Session | Security |
| smSession | Persistent (Two days or two weeks) | Identifies logged in site members |
| XSRF-TOKEN | Session | Security |
| Functionality | | |
| Cookie name | Duration | Purpose |
| svSession | Persistent (Two years) | Identifies unique visitors and tracks a visitor's sessions on a site |
| SSR-caching | Session | Indicates how a site was rendered. |
| smSession | Persistent (Two weeks) | Identifies logged in site members |

Third-Party Cookies

| Functionality | | |
|--|-----------------|-----------------|
| Cookie name | Duration | Purpose |
| TS* | Session | Security |
| TS01***** | Session | Security |
| TSxxxxxxx (where x is replaced with a random series of numbers and letters) | Session | Security |
| TSxxxxxxx_d (where x is replaced with a random series of numbers and letters) | Session | Security |

*Session/transient cookies are erased when you close your browser, and do not collect information from your computer. Persistent/permanent cookies are stored on your hard drive until they expire at a pre-set time, or until you delete them.

2) How do I store your data and how long do I keep it?

The www.helenstevenscounselling.com website is hosted on the Wix.com platform. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Direct contact - If we work together, I will be keeping your contact details on file. I will also be keeping notes of our sessions. These will either be stored electronically or in physical form, notes will be anonymised. All documents stored electronically will be password protected. All other forms will be stored in line with the data protection regulations. I will keep this information about you and our sessions for as long as we work together, and for up to three years after our contract ends. By beginning to work together in the counselling setting, you consent to my collecting and storing relevant personal data on you, for the purposes of supporting our work together.

3) How will I use your data?

On the www.helenstevenscounselling.com website - please see Cookies section above (1.1.) for details on what cookies are used on the site.

Direct contact - personal data collected and stored during our work together will only be kept for reference, and not used for any other purpose. I will not share your data with anyone, unless legally required to.

What are your rights?

As a data subject, you have the following legal rights:

The right of access to personal data relating to you.

The right to correct any mistakes in your information.

The right to prevent your personal data being processed in some circumstances.

The right to object to processing of your data where processed on the grounds of legitimate interests.

The right to erasure in some circumstances if you do not think that your data has been processed in accordance with this Privacy Notice - please inform me as soon as possible.

You also have the right to complain to the Information Commissioner's Office. Information whom I am registered with. (no. ZA551134) how to do this is available at www.ico.org.uk.

4) Changes to the Privacy Notice

I may change this Privacy Notice from time to time. You should check this Privacy Notice regularly to ensure you are aware of the most recent version.

How to contact me If you have any questions about this Privacy Notice, how I handle your personal data, or want to exercise any of your rights, please Contact Helen Stevens on 07541800382 or by emailing Helen Stevens helenstevenscounselling@gmail.com.