

Creating Expressions

Privacy Statement and Data Protection

We are Creating Expressions. At the heart of what we do is the maintenance of the confidence you place in us when you work with us or visit our website or any of our social media accounts. We will never share or sell your email or any other information you provide for marketing purposes. Our ethical values as counsellors do not allow this. We truly value your customer data. In this privacy policy, we explain when and why we might collect your personal information, how it may be used and under what very strict and limited conditions we might share it with others. We also explain how we keep your data safe and for how long!

What Data Do We Collect About You?

1. Personal data – which means any information capable of identifying an individual.

We may process certain types of personal data about you as follows:

- Identity Data may include your first name, maiden name, last name, username, marital status, title, date of birth and gender.
- Contact Data may include your billing address, delivery address, email address and telephone numbers.
- Financial Data may include your bank account and payment card details.
- Transaction Data may include details about payments between us and other details of purchases made by you.
- Technical Data may include your login data, internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access this site.
- Profile Data may include your username and password, purchases or orders, your interests, preferences, feedback and survey responses.
- Usage Data may include information about how you use our website, products and services.

2. Sensitive Data

Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, information about criminal convictions and offences, information about your health and so on.

When you work with us therapeutically in counselling sessions and so on, you may reveal sensitive data. We make brief, factual notes about therapeutic sessions as they aid the therapeutic process and enable us to provide the best care. This is also in line with the ethical process prescribed by the British Association for Counselling and Psychotherapy to which Creating Expressions counsellors belong. Your notes will not be shared with anyone unless there is a court order (see below).

We will only keep the sensitive data that is relevant to the work you present. We require your **explicit** consent for processing this sensitive data, so when you submit your details online, we will send you a further communication asking for you to confirm your consent to this processing, if it is relevant.

Where we are required to collect personal and sensitive data by law, or under the terms of the contract between us, and you do not provide us with that data when requested, we may not be

able to perform the contract (that is, to work therapeutically with you or deliver the services you require).

How We Collect Your Personal Data

We collect data about you through a variety of different methods including:

Direct interactions:

You may provide data by filling in forms with us or by communicating with us by post, phone, email or otherwise, including when you:

- order our services;
- create an account on our site;
- subscribe to our service;
- request that we send resources to you; or
- give us feedback.

Automated technologies or interactions:

As you use our site, we may automatically collect Technical Data about your equipment, browsing actions and usage patterns. We collect this data by using cookies, server logs and similar technologies (see below).

We may also receive Technical Data about you if you visit other websites that use our cookies (see below for more information about **cookies**).

How We Use Your Personal Data

We will only use your personal data when we are legally allowed to do so. The most common uses of your personal data are:

- Where we need to perform the contract between us.
- Where we need to comply with a legal or regulatory obligation.
- Where it is necessary for legitimate interests (or those of a third party) providing your interests and fundamental rights are not impacted.

Change of Purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. We may inform of you this change or you can contact us at

Creatingexpressions2@gmail.com

Disclosures of Personal Data

We *may* have to share your personal data with the parties set out below:

- Service providers who provide IT and system administration services.
- Professional advisers including lawyers and insurers, for example, who provide legal and insurance services.
- Government departments, regulators and other authorities based in the United Kingdom and other relevant jurisdictions who require reporting of processing activities in certain circumstances.

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at:

Creatingexpressions2@gmail.com

Our Website

Website Cookies

This website uses cookies to enhance your experience while visiting the website. As required by the law, this website uses a cookie control system. This allows you to give explicit permission, or to deny the use of or saving of cookies on your computer or device.

What are cookies?

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

You consent to our cookies if you continue to use our website

Website Visitor Tracking

This website uses tracking software to monitor its visitors to better understand how they use it. The software will save a cookie to your computer's hard drive in order to track and monitor your usage of the website, but it will not store, save or collect your personal information.

Downloads and Media Files

Any downloadable documents, files or media made available on our website are provided to users at their own risk. While we take all precautions to make sure that only genuine downloads are available, we would advise you to verify their authenticity by using third party anti-virus software or similar applications

Third-party Links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

Data Security

We have put security measures in place to prevent your personal data from being accidentally lost, used, altered or disclosed or accessed in an unauthorised way. We also limit access to your personal data to those volunteers or contractors or certain others who have a need-to-know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We also have in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. For

example, we need to keep certain information about you for 7 years after you cease to be a client for legal purposes.

To work out the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, as well as the applicable legal requirements.

In some circumstances you can ask us to delete your data (see '**Your Legal Rights**' below for further information).

We may sometimes anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes. In these circumstances, we can use this information indefinitely without further notice to you.

Your Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us:

Creatingexpressions2@gmail.com

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

If you have any queries about what data we hold for you: Creatingexpressions2@gmail.com

Consent

Do you consent to me using your data in the way we have described above?

Please write **yes** or **no** _____

Name: _____

Signature: _____

Date: _____

Resources & Further Information

- [Overview of the GDPR – General Data Protection Regulation](#)
- [Data Protection Act 1998](#)
- [Privacy and Electronic Communications Regulations 2003](#)
- [The Guide to the PECR 2003](#)
- [Twitter Privacy Policy](#)
- [Facebook Privacy Policy](#)