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| **Privacy notice** |

# Your Privacy is our Priority

This privacy notice covers Forever Growing; informing you about how the data we collect from you when you use our site, when you contact us using the details on our contacts section. It also covers the information we collect from you when you attend one of our therapy or well-being sessions.

These are our reasons for collecting the information you share, what we do with it and what your rights are.

# Who are we?

We are Forever Growing Counselling & Mindful Well-being Specialist; you can email us on [info@4evergrowing.com](mailto:info@4evergrowing.com) or call us on 01257 44821

We are the data controller and are registered with the Information Commissioner’s Office (ICO) our registration number is **ZA558373.**

# Purpose of processing

We process your personal data to respond to enquiries, provide information about our services and to deliver therapeutic and well-being services.

# Basis of processing

When you are enquiring about our company, products and services you are giving your consent for us to process your data for those purposes. You can change your mind and are free to withdraw your consent at any time, which you can do by contacting us or by unsubscribing from our emails.

When you buy our services we will process some data because we have a contract with you to provide our services, and we will also be relying on your consent to process information about your health and wellbeing so that we can deliver our service to you.

# Special category data

There are additional rules we must follow if we collect certain types of more sensitive data, known as Special Category Data. These include details of your ethnicity, beliefs, health and sexuality. We will be collecting and processing information about your health when we deliver our service to you, we will do this on the basis of you consenting for us to do so.

# What personal data do we collect?

We will collect and store the following data:

For Enquiries about our service:

* Your name & contact details

To process a contract with you for our services:

* Your name and contact details

To deliver our therapeutic and Well-being services:

* Your date of birth
* Your marital status
* Your occupation
* Your GP’s contact details
* Your emergency contact’s details
* Information about your physical and mental wellbeing

# Do we ever share personal data?

We will only ever share your data if required to do so by a **legitimate law enforcement** **agency.** Therefore we will share your data if we are required to do so in line Child Protection and Safeguarding and or other lawful requirements, for example, court order.

Also, to protect your vital interests or the vital interests of another person, therefore if information shared by you the client raises concern of harm/risk to you or to others; in this instance we would always discuss with you prior to sharing information.

When we respond to your email enquiry we will be sharing your personal data with our email provider.

Beyond these cases we will never share or sell your data to third parties without your permission.

# How do we keep your data secure?

We take sensible steps to keep your data secure:

* All data sent between your browser and our website is encrypted in transit
* All data held on computer and work phone is encrypted at rest.
* Paper documents with personal data are securely stored in locked filing cabinets.

# Your Rights

You have a number of rights relating to the processing of your data, if you would like to use them then please email us at Info@4evergrowing.com

We won’t charge you for doing any of the following; however we may make a charge in the case of frequent repeat requests:

* Access: You have the right to a copy of the data we hold about you
* Rectification: If you think some of the data we hold is wrong then you have the right to ask us to correct it
* Erasure: You have the right to ask us to delete the data we hold about you. Where we are holding the data to fulfil a contract with you then we will need to retain the data in accordance with the data retention requirements shown below
* Restriction: You have the right to ask us to temporarily cease processing your data, for example you can ask us to restrict processing whilst we verify corrections which you have requested. Awareness: You have the right to be fully informed about why and how we process your information. This privacy notice is intended to meet that requirement, but please do contact us if you have any questions
* Object: You can object to us processing your data, for example by withdrawing your consent where consent is the basis of processing.
* Data portability: You can request a copy of your data in a digital format which you can then supply to another provider
* Automated decision making: We don’t apply any automated decision making algorithms for the processes covered by this privacy notice

# How long do we keep your data for?

Where we are relying on your consent to process information then we will retain your data until such time as you withdraw your consent.

If we haven’t heard from you for in 5 years then we will securely destroy the data we hold on the basis of consent.

Clinical notes are stored securely for 7 years after the contract ends. After 7 years whereby no contract is in place clinical notes are securely destroyed.

# Cookies – How do we use cookies on our website

We utilise cookies on our website. Some are required for our site to work, these are known as essential cookies, and we also use others for analytics and marketing purposes.

We will ask for your consent to use any cookies which aren’t essential, and we won’t deploy any non-essential cookies without your consent.

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| --- | --- | --- |
| **Cookie** | **Set by** | **Type of cookie** |
| Complete NB include FB pixels etc. | J.Branfield | (essential, analytics, marketing) |
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# What happens when I follow links to other sites?

If you follow a link from our site to another site then you should read the privacy policy on the other site prior to providing your data to them.

# Where do we process data?

We process data in the Lancashire UK. Our web hosting provider processes data.

# Making a complaint

Please contact us by email at [info@4evergrowing.com](mailto:info@4evergrowing.com)

You can also contact the Information Commissioner’s Office (ICO) on their

Helpline **0303 123 1113** or online at [www.ico.org.uk](http://www.ico.org.uk). If you should contact the ICO they will normally ask you to contact us first.