Cookie policy

Please be aware this website uses cookies to monitor traffic to the site and user interaction with the site.

Cookies are small pieces of data stored on a site visitor's browser. They are typically used to keep track of the settings users have selected and actions they have taken on a site. They store information about how a user interacts with a website. This information can then be used to present users with tailored options on future visits to the same website. Cookies can also be used to analyse data about website traffic and for marketing purposes.

To see the wix cookie policy for more information on how wix handles cookies please follow the link below

[Cookie Policy | Wix.com](https://www.wix.com/about/cookie-policy)

For more information about website cookies please visit.

[All About Cookies | Online Privacy and Digital Security](https://allaboutcookies.org/)

**Other Useful links**

The following links explain how to access cookie settings in various browsers:

* [Cookie settings in Firefox](http://support.mozilla.com/en-US/kb/Enabling%20and%20disabling%20cookies)
* [Cookie settings in Internet Explorer](https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies)
* [Cookie settings in Google Chrome](http://www.google.com/support/chrome/bin/answer.py?answer=95647)
* [Cookie settings in Safari (OS X)](http://support.apple.com/kb/PH17191?viewlocale=en_US&locale=en_US)
* [Cookie settings in Safari (iOS)](https://support.apple.com/en-us/HT201265)
* [Cookie settings in Android](https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en&oco=0)

To opt out of being tracked by Google Analytics across all websites, visit this link: <http://tools.google.com/dlpage/gaoptout>.

You can block cookies at any time by activating the relevant settings within your browser. However, if you block essential cookies you may not be able to access all or parts of this website. Essential cookies do not gather information about you that could be ­­­used for marketing purposes or remember what you have accessed during your browsing session.

If you have any questions about this please email rachelambrosecounselling@gmail.com.

Data privacy statement

This statement explains how I collect and use your personal information.  
I am registered as a data controller with the Information Commissioner’s Office under the Data Protection Act. You can find out more about the Data Protection Act, and your legal rights at [https://ico.org.uk](https://ico.org.uk/).

When you self-refer to me. I will collect your contact information (name, email, phone numbers, address) and information on the issues you are wanting to work on in therapy. I will collect this information by phone or email depending on your preferred method of communication. If you email me, I will keep a record of your contact and your email address and the email for our record-keeping of the communication within my business Email account. My business Email account is only used for the counselling services I provide and is password protected in addition to Google’s standard security arrangements. My business mobile phone is password and fingerprint protected and only used for counselling work. In our first session, I will collect more information about your background, GP details, other agency details if relevant, relevant medical details, details of an emergency contact, some demographic information about you including age range, profession and family details.

Brief session notes are also kept of each session. These are anonymised & are either stored in a locked filing cabinet, on a password secure memory stick or stored securely in a password protected file within the Kiku system. Only I have access to this online service which is password protected and then had 2 factor authentication with a different code for each login. These notes are for my use only & help me to keep a track of everything that is being discussed. In line with industry standards, these notes must be kept securely for up to 7 years after your therapy comes to an end, after which they will be confidentially destroyed.

All confidential information is held in accordance with the GDPR, 2018 using the secure & encrypted Kiku system (please see their Privacy Policy for more information at <https://www.wearekiku.com/privacy-notices>).

As a counsellor who is a registered member with BACP I also have a supervisor who I will discuss my therapeutic work with. When discussing clients with my supervisor I make sure to keep my client details anonymous and never giving identifying details. My supervisor also observes BACP requirements as regards client confidentiality and data protection.

After our therapeutic work has finished, I will make sure that all information is stored securely for up to 7 years in case you would like to attend therapy again within that time frame. After the 7 years, I will securely dispose of all records.

I will keep your data confidential and will only share data with other agencies/ professionals under certain circumstances. These circumstances are where there is:

* consent from you and an agreement between us to do so
* immediate risk of substantial harm to yourself or others
* a legal requirement to share information (e.g. information on terrorism or drug money laundering) or via a court order for disclosure of information.

I will endeavour to ensure wherever possible that appropriate steps have been taken by the recipient to protect personal information that is shared.

Under EU General Data Protection Regulations (GDPR) and the UK Data Protection Act (2018) you have the right to:

Explicitly give informed consent to the data processing of their personal details

Access a free copy and explanation of their personal data (within 30 days)

Request correction, restriction or erasure of data processing. You have the right to request your information be erased as long as the data is not required to be kept by law or for safeguarding purposes,

The right to data portability: You can request that we provide electronically held data to you in a format that you can give to someone else (like another service). This only applies to data that is already held in a portable format.

To exercise any of the above rights, or if you have any queries and require further information, please contact me. If you have any concerns regarding how I use your personal information If you still have a concern about how I process your personal information you also have the right to report it to the Information Commissioner’s Office (ICO) – see <https://ico.org.uk/concerns>.

I will only use your personal information for the purpose which I have stated when I collect it, and I will not collect unnecessary information about you.