

Privacy Policy

Protecting your privacy is important to me. This Privacy Policy explains how I, Caroline Blake (a registered Sole Trader trading as 'Caroline Blake Counselling'), use and protect any personal information that you give to me when you use my Services. I am the Data Controller of Caroline Blake Counselling.

By using my services and my associated websites (www.cblakecounselling.com and online booking system powered by 10 to 8: <https://10to8.com/book/erqeml-free/>) you are accepting and consenting to the practices outlined in this policy.

What information may I collect and how?

I may collect the following information about you so that I can work safely and professionally with you:

- The information you give me (such as name, email/Skype address, telephone number, testimonials and any other personal information you divulge) when you complete the 'contact me' form, booking form or 'Comments sections' on my websites.
- Emails/texts/voicemails or correspondence via my Caroline Blake Counselling social media platforms (Facebook, Twitter, LinkedIn). I do not record telephone calls.
- I also collect additional personal information directly from you during the initial assessment. Such information may include data about personal, family, social and medical circumstances and your therapeutic needs/goals.
- I write brief clinical notes referring to your treatment.
- I may also collect information about you from third parties, for example, if you have been referred to me by a referral agency (i.e. EAP) or insurance company.
- I may use your name (only if required) if you (or a third party paying for you to use of my services) request an invoice or receipt.
- My sites use cookies (small text files that are stored by your browser) to distinguish you from other users of my sites. Cookies are used to improve your website experience when you access my websites. By continuing to use my websites you consent to my use of cookies. Description of cookies on my websites:
 - When someone visits my website it uses a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. It does this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. It does not make any attempt to find out the identities of those visiting my website. Please read the [Google Analytics privacy notice](#).
 - My website is hosted on the Wix.com platform. Please read the [Wix.com Privacy Policy](#).
 - My online booking system is hosted on 10to8.com. Please read the [10to8.com Privacy Policy](#).
- Should you wish to reject or block the use of cookies, you can do so anytime, usually by clicking 'Help' on your browser. Cookies are specific to individual browsers so if you use more than one browser, you will need to delete cookies on each browser. Please be aware that by rejecting cookies you may not receive the optimum website experience.
- To find out more about cookies, visit: www.allaboutcookies.org.

What is the information used for?

I use your information to:

- To provide and administer my services to you, including responding to your enquiries about my services, arranging appointments with you and offering information you need to make informed decisions.
- To operate my business efficiently and fulfil my administrative, legal and contractual obligations as a business.
- To administer and improve to my websites including data analysis, research, testing and allowing you to participate in the interactive features on my sites.
- To seek feedback from you on your experience of my services.
- To fulfil the requirements of a third party who has consent to use your data.

How do I keep your information safe?

All information you provide to me is stored as securely as possible.

- All electronic records are stored on my own computer in password protected and encrypted sites/platforms.
- Wix.com (my website host platform) may store your data through Wix.com's data storage, databases and the general Wix.com applications. Wix.com stores your data on secure servers behind a firewall.
- 10to8.com (my online booking system host platform) uses robust bank-grade encryption and certificates (Extended Validation certificates with 4096-bit keys and it conforms to Perfect Forward Security (PFS) guidelines) to securely protect your data. I use this platform to store my client names, telephone numbers, email address and clinical notes.

You should check that you are happy with the privacy policies of both these websites ([Wix.com Privacy Policy](#) and [10to8.com Privacy Policy](#)) before providing any personal information via these platforms.

- Unfortunately, the transmission of information via the internet is never completely secure. Although I do my best to protect your data using protocols and encryption, I cannot guarantee the security of your data transmitted electronically; any transmission is at your own risk.
- Any paper records and correspondence are kept in a locked filing cabinet on my premise. All information is stored for a maximum of six years, after which point it is securely deleted or shredded (paper formats).

What information do I share?

I will not share your information with any third parties except in the following situations:

- If you have been referred to me by a third party (e.g. EAP), all information about you is communicated through their own encrypted extranet system, for which I have my own log in and password.
- It is required for the management of our work together and you have consented to me to share your information.
- I am required to do so by a court of law or other relevant regulatory authority (for example to protect a child, a vulnerable adult, yourself or the public or for the prevention and detection of a crime).
- Some information may be shared with my supervisor and this will not identify you in anyway.

Links to Third Party Websites

My website includes links to third party websites for your use and reference. You should check that you are happy the privacy policies of these websites before providing any personal information as I am not responsible for these policies.

Your rights

Under the GDPR you have rights as an individual data subject, which you can exercise in relation to the information I hold about you. Visit the [ICO](#) website for further information about your rights.

Access to your personal data

You can request access to your personal data by making a 'subject access request' under the GDPR. You must put your request in writing to me and I will endeavour to deal with your request except in the limited circumstances I am not permitted to. You also have the right to request amendments to your data if it is inaccurate or to delete your data.

Changes to this policy

This policy is effective from May 2018 and I intend to update it regularly to ensure it complies with the GDPR 2018. Please review it regularly to see if any changes have been made.

Contact

If you have any complaints, questions, comments and access requests, please contact me at info@cblakecounselling.com.