

The Counselling Foundation GDPR Privacy Policy

The Counselling Foundation is strongly committed to protecting your privacy and complying with your choices. Both personal and non-personal information collected is safeguarded according to the highest privacy and data protection standards adopted worldwide. We have always had a robust and effective data protection program in place which complies with existing law and abides by the data protection principles. However, we recognise our obligations in updating and expanding this program to meet the demands of the GDPR and the UK Data Protection Act 2018.

Our Commitment

- Your information will not be shared, rented or sold to any third party.
- We use state-of-the-art security measures to protect your information from unauthorised users.
- We give you the possibility to control the information that you shared with us (opt-out)

The Counselling Foundation is committed to processing data in accordance with its responsibilities under the GDPR. Article 5 of the GDPR requires that personal data shall be:

- processed lawfully, fairly and in a transparent manner in relation to individuals;*
- collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;*
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;*
- accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;*
- kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and*
- processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures."*

1. Notice

We will clearly inform you when information that personally identifies you ("personal information") is asked for and you will have the choice to provide it or not. Generally, this information is requested when you subscribe to services, updates, newsletters or other online services.

2. Usage

We use your personal information for the following purposes:

- To provide you information that will allow you to use our services
- To bill you for services where appropriate, for example paid for counselling courses
- To automatically customise your documents with your information

- To alert you of, updates, and other services from The Counselling Foundation
- To keep counselling records relating to you for a period of 7 years in line BACP guidelines

We collect your email when you join The Counselling Foundation either as an employee, a volunteer or a student in order to send you informational communications about service updates and changes, such as their purpose and the best use you can make of them.

We may also collect your name and address for use by The Counselling Foundation in relation to its services, for example sending of course information, invoicing, employee information for payroll etc. This information is kept securely.

When you place an order with us for training courses, we collect your email in order to confirm the course details, and your registration. We also collect your phone number in order to contact you in case these emails bounce back because of a typo in your email address and if we cannot figure out what the correct email address is.

We also contact the phone number that is provided if we suspect that the cardholder's credit card information has been compromised, i.e used in a fraudulent way.

We also use our clients' email in order to notify of the release of updated versions of course material, new services, and relevant changes.

3. Consent

When you provide your personal information, you consent that it can be used for the above purposes and that The Counselling Foundation is an authorised holder of such information. If you choose not to register or provide personal information, you can still use our website but you will not be able to access our services or access certain areas that require registration. When you activate your account, you are providing your consent to occasionally receive information from us. In each communication from us you will have the opportunity to unsubscribe from further communications; alternatively, you may contact us to express your choices at the address provided at the bottom of this page.

4. Access to your information

You are entitled to review the personal information you have provided us and ensure that it is accurate and current at all times. To review or update this information simply request that we send you this information, via the Subject Access Request form that will be sent to you.

5. Security of information

The Counselling Foundation is strongly committed to protecting your information and ensuring that your choices are honored. We have taken strong security measures to protect your data from loss, misuse, unauthorised access, disclosure, alteration, or destruction. All sensitive data is stored behind multiple firewalls on secure servers with restricted employee access.

We guarantee that all e-commerce transactions follow the latest security measures and use the best available technologies. Secure Sockets Layer (SSL) technology is employed when you place online orders or transmit sensitive information. SSL is one of the safest methods of passing information over the Internet.

6. Retention of information

We retain information as long as it is necessary to provide the services requested by you and others, subject to any legal obligations to further retain such information. Information associated with your account will generally be kept until it is no longer necessary to provide the services or until you ask us to delete it or your account is deleted whichever comes first. Additionally, we may retain information from

deleted accounts to comply with the law, prevent fraud, resolve disputes, troubleshoot problems, assist with investigations, enforce the Terms of Use, and take other actions permitted by law. The information we retain will be handled in accordance with this Privacy Policy. Finally, your data could also be stored for sales statistical purposes.

7. EU and EEA Users' Rights

If you are habitually located in the European Union or European Economic Area, you have the right to access, rectify, download or erase your information, as well as the right to restrict and object to certain processing of your information. While some of these rights apply generally, certain rights apply only in certain limited circumstances. We describe these rights below:

You have the right to access your personal data and, if necessary, have it amended or deleted or restricted. In certain instances, you may have the right to the portability of your data. You can also ask us to not send marketing communications and not to use your personal data when we carry out profiling for direct marketing purposes. You can opt out of receiving email newsletters and other marketing communications by following the opt-out instructions provided to you in those emails. Transactional account messages will be unaffected if you opt-out from marketing communications.

8. What we do with the Information you share

Your information is never shared outside the organisation without your permission. Inside the organisation, data is stored behind multiple firewalls on secure servers with restricted user access.

When you register to our website, you are asked to provide your contact information, including a valid email address. We use this information to send you updates about The Counselling Foundation order confirmations and information about our services. When you order from us, we ask for your credit card number and billing address. We use this information only to bill you for the service(s) you ordered at that time.

We may on occasion require the help of other companies to provide limited services on our behalf, such as packaging, shipping and delivery, customer support and processing event registrations. We will only provide such companies with the information required for them to perform these services; these service providers are bound by strict privacy policies and are prohibited from using your information for any other purpose.

In very rare instances The Counselling Foundation may disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on The Counselling Foundation or the site; (b) protect and defend the rights or property of The Counselling Foundation and its family of websites and properties; and (c) act in urgent circumstances to protect the personal safety of users of The Counselling Foundation, its websites, or the public.

9. How to opt-out

We provide users with the opportunity to opt-out from receiving updates on our products, newsletters and other communications from us. You can opt-out by clicking on the link provided in our electronic mailings or by contacting us at the address at the bottom of this page.

10. Does The Counselling Foundation privacy policy apply to linked websites?

Our Privacy Policy applies solely to information collected on our website or through third party sites where we have contracted them to do so.

The Site contains links to web sites of third parties. The Counselling Foundation is not responsible for the actions of these third parties, including their privacy practices and any content posted on their web sites.

We encourage you to review their privacy policies to learn more about what, why and how they may collect and use personal information. The Counselling Foundation adheres to industry recognised standards to secure any personal information in our possession, and to secure it from unauthorised access and tampering.

However, as is true with all online actions, it is possible that third parties may unlawfully intercept transmissions of personal information, or other users of the Site may misuse or abuse your personal information that they may collect from the Site.

The Counselling Foundation occasionally may use third-party advertising companies to serve our ads on the Site. These third-party advertising companies may employ cookie and 1x1 pixel. gifs or web beacons to measure and improve the effectiveness of ads for their clients. To do so, these companies may use anonymous information about your visits to our website and other websites but will not collect any information which can personally identify you or can be linked to you. This information can include: date/time of banner ad shown, the banner ad that was shown, their cookie, and the IP address. This information can also be used for online preference marketing purposes.

If you want to prevent a third-party advertiser from collecting data, currently you may either visit each ad network's web site individually and opt out or visit the NAI gateway opt-out site to opt-out of all network advertising cookies. [Click here](#) for the NAI gateway opt-out site.

This site will also allow you to review the third-party advertising companies' privacy policies.

11. Changes to this policy

If we make changes to our Privacy Policy, we will post these changes here so that you are always aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. If at any point we decide to use your information in a manner different from that stated at the time it was collected, we will notify you by email.

12. Enforcement of policy

If for some reason you believe The Counselling Foundation has not adhered to these principles, please notify us and we will do our best to promptly make corrections.

13. Questions or comments

If you have questions or comments about this privacy policy, please email or write to the Data Protection Officer (DPO) for The Counselling Foundation at:

Mark Graham, (appointed DPO)
The Counselling Foundation
1 College Yard
Lower Dagnall Street
St Albans, AL3 4PA
Email: mark.graham@counsellingfoundation.org

For information about how to contact The Counselling Foundation please visit our contact page.

Effective date is 1st July 2021. Annual review of the policy next required 1st June 2022.