

Sakura Therapeutic Counselling are providers of services which are founded in counselling.

Sakura Therapeutic Counselling privacy statement has been created to explain the data we collect from our customers and partners, the reasons why it is collected, how it is protected and how it may be used. By continuing to view and use the Sakura Therapeutic Counselling website, you will automatically be accepting our privacy policy and will be bound to the following terms and conditions of use.

We promise that we will keep your personal information secure and act in a proactive manner to ensure that this remains the case. Sakura Therapeutic Counselling will never disclose any of your personal information without first obtaining your permission.

We are the sole owner of any information collected on this site and we will never sell or rent this information to others. Information collected is for the sole purpose of providing a counselling support service for individuals. Information we will share will be to individuals, third parties and affiliate members of Sakura Therapeutic Counselling for purpose of providing counselling support only. Sakura Therapeutic Counselling will only engage / provide an individual's data to a third party when consent has been obtained.

#### Data Controller

We are known as the data controller. We are responsible for collecting and processing your personal information. Processing includes the organisation, retrieval, consultation, use and deletion or destruction of information and its appropriate disclosure to other agencies. The information provided will be processed in line with current Regulatory Data Protection Laws.

#### Use of cookies

There will be times where Sakura Therapeutic Counselling uses cookies in order to provide visitors with a better user experience. This will happen automatically. We may collect information such as your IP address in order to provide you with a better user experience. Most web browsers are set up to automatically accept cookies, but you have the right to decline the use of cookies if you wish to. Please be aware that certain aspects of our website may be unavailable to you, should you choose not to accept cookies.

#### Third party websites

Please keep in mind that Sakura Therapeutic Counselling has no responsibility or control over any content you may find on third party websites that link to our site. They will have their own privacy policies, which may differ from our own. We encourage users to be aware when they have left our site to read the privacy statement of each and every web site that collects personal information.

#### Changes to our privacy policy

We reserve the right to make changes to our privacy policy. A reason our privacy policy may change in the future may be due to changes in law or how our website functions. We will post those changes on this page so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

By continuing to use our website, you will automatically agree to the changes in our privacy policy

#### Get in touch

If you have any questions about Sakura Therapeutic Counselling privacy policy or the information we collect, please get in touch:

email us at [katie@sakura-therapeutic-counselling.com](mailto:katie@sakura-therapeutic-counselling.com)

visit our website and complete our online form.

#### How do we keep your data safe?

We recognise that the information you provide may be of a sensitive nature and your confidentiality will be respected at all times. We will store confidential information securely and control who has access to it.

#### How do we share your information?

We will be the sole owners of this information and this will only be used for the purpose of keeping accurate records and allocating clients with regards to providing a counselling service to our customers. We will hold your data securely under Regulatory Data Protection Laws.

To provide the service to you we need to share some of your personal data with other third parties, this is for

>To allow administration tasks

>Where required to provide a treatment plan for our customers.

>In anonymised form as part of statistics data to assist organisations to improve and develop services

>To comply with legal obligations.

>Where you have given your consent to share information with third parties.

>We will only share your information with third parties that we use on a limited basis following due diligence and in accordance with our internal procedures.

#### How do we deal with corrections?

If you believe information we hold about you is incorrect or out of date, or if you have concerns about how we are handling your personal information, please contact us and we will endeavour to resolve those concerns.

email us at [katie@sakura-therapeutic-counselling.com](mailto:katie@sakura-therapeutic-counselling.com)

visit our website and complete our online form

#### How we deal with complaints and concerns raised?

Should a complaint or concern be raised about your services then Sakura Therapeutic Counselling will keep accurate and factual notes. Any complaint or concern will be brought to your attention by the business owner Katie Andrews so that I can investigate the issue. To find out more about our complaints procedure please contact us by:

email us at [katie@sakura-therapeutic-counseling.com](mailto:katie@sakura-therapeutic-counseling.com)

visit our website and complete our online form

If you are not happy with the way we have been processing your personal data or have not dealt with one of your rights correctly when you have asked us to you may lodge a complaint with the Information Commissioners Office (ICO). The ICO has several ways in which you can get in touch with them, including post, email, and online forms.

#### For Affiliate Counsellors

If you wish to become an affiliate counsellor with Sakura Therapeutic Counselling we will need to gather and process the following essential information that we consider vital to allow our organisation to establish a suitable treatment plan for our customers.

The legal basis for collecting and processing data will be through both consent and contractual bases under Article 6.1.a and 6.1.b of GDPR which we deem to be necessary for our organisation to provide a counselling service.

#### Personal Information

- >Name
- >Business address
- >Business contact number
- >Business website
- >Home correspondence address if different to the business address
- >Email address
- >Insurance details
- >Accreditation / professional association membership details
- >Qualification details
- >CV details
- >Supervisors name and contact email or telephone
- >Therapeutic approach(s)
- >Details on your availability
- >Details on how you deliver your service and clients you work with (Individuals / Groups etc.)
- >Agreed contractual rate of pay
- >We also need other information such as your bank details so that we can pay for the services you provide (if this is part of the contractual arrangements between us).

#### What do we use it for?

- >To help plan services for our customers
- >For maintaining records
- >To prevent and detect crime
- >To protect you and other people
- >To collate statistical information
- >To account for our decisions and investigate complaints
- >To respond to any enquiries you make

#### What is consent?

You have a right to withdraw your consent at any time and can do this by contacting us by: email us at [katie@sakura-therapeutic-counselling.com](mailto:katie@sakura-therapeutic-counselling.com) visit our website and complete our online form

How to access your information and what are your rights?

You have various rights in relation to how we process your personal data.

You can access the personal data we keep about you and be given specific information about the processing.

You can ask us to update inaccurate personal data we hold about you.

You can ask us to delete your personal data but only when specific grounds apply.

You can ask us to restrict the processing of your personal data, for example if you are contesting the accuracy of it.

You can object to the processing of your personal data if you do not agree with our legitimate interest grounds and for direct marketing purposes.

You can transfer your personal data from us to another service provider but only when certain grounds apply.

Your details will be deleted with the exception of a few details to ensure we do not contact you again in the future if you have asked to be removed from our Affiliates Register.

If we have not had any contact with you within 5 years your details will be removed from our Affiliates Register

We do not undertake any automated decision-making, including profiling.

Should you wish to access these rights please contact us by

email us at [katie@sakura-therapeutic-counselling.com](mailto:katie@sakura-therapeutic-counselling.com)

visit our website and complete our online form

Do I have a right to be forgotten?

Under the General Data Protection Regulation you have a right to be forgotten unless we need to keep your data, for example, to comply with a legal obligation. If you wish to have your personal information deleted, please complete our online form and we will take reasonable steps to delete your information as soon as possible, unless there are specific reasons that we need to keep it. Information collected and how it's used