

Privacy Policy

I, Dafiny Alves, am committed to complying with the terms of the General Data Protection Regulation Act 2018 (GDPR) and to the responsible and secure use of your data.

I have a legitimate interest in processing personal data to provide counselling services. The purpose of this statement is to let you know what personal information I, collect and hold, why I collect this data, how long it is stored for and your rights over your personal data.

I am registered with the Information Commissioner's Office (ICO) as a data controller. Registration details are available upon request.

1. Information about you:

1.1 I collect personal information from you when you enquire about my counselling services to set up an initial appointment. This information includes contact details, your availability and other relevant personal information. Once a client finishes Counselling, all data regarding their Counselling is stored securely as long as necessary and then destroyed.

1.2 When you enquire about Counselling, I ask for your contact details and relevant personal information from you that is needed to answer your enquiries and to keep you informed.

2. How I use this information:

2.1 Your data will be used only to provide you with my services and to give you information relating to my services. I will not share your details with any other person or organisation without your written consent, unless there is a legal requirement as stated in the counselling contract or exceptions you may have.

A breach of confidentiality is when a person shares information with another in circumstances where it is reasonable to expect that the information will be kept confidential.

3. Security:

3.1 I will take all reasonable precautions to prevent the loss, misuse or alteration of information you give me.

3.2 Communications in connection with this service may be sent by email. For ease of use and compatibility, communications will not be sent encrypted. Emails, unless encrypted, are not a fully secure means of communication. Whilst I endeavour to keep my systems and communications protected against viruses and cyber threats, I cannot bear responsibility for all communications being virus-free.

3.3 Links to Other Sites

My website contains links to other sites that are not operated by me. If you click on a third-party link, you will be directed to that third party's site. I strongly advise you to review the Privacy Policy of every site you visit.

I have no control over, and assume no responsibility for, the content, privacy policies or practices of any third-party sites or services.

4. Your rights over your personal data:

4.1 If you would like to access the personal information I hold about you, request correction of inaccurate information, request erasure of information, restrict processing, or exercise any other data protection rights, please contact me [here](#)

If you have concerns regarding my use of your personal information, please contact me directly in the first instance.

Details of my Data Protection Complaints Procedure can be found below.

5. Data Protection Complaints

If you have concerns about how I collect, use, store or share your personal information, you may make a data protection complaint by contacting me at:

[Contact page](#)

Please provide details of your concern and any relevant information that may assist with my investigation.

I will acknowledge receipt of your complaint within 30 days and will investigate the matter without undue delay. I may contact you for further information where necessary.

Once my investigation is complete, I will provide you with a written response explaining the outcome and any actions taken.

If you remain dissatisfied with my response, you have the right to raise your concerns with the Information Commissioner's Office (ICO).

Further information about making a complaint to the ICO can be found on the ICO website.