

# **BASINGSTOKE COUNSELLING SERVICE**

## **WEBSITE DATA PRIVACY NOTICE**

### **Privacy Policy Statement**

Basingstoke Counselling Service takes privacy seriously. The following principles underpin our approach to respecting your privacy.

- We will always use your personal information in a way that is fair and reasonable and as a minimum, comply with prevailing legislation and observe generally accepted principles governing data protection.
- We aim to be transparent and provide accessible information about how we use your personal information - what information we collect, what we do with it, with whom we share it and who you should contact if you have any concerns.
- We will take all reasonable steps to protect your information from misuse and keep it secure, by putting suitable measures in place.

### **How We Use and Manage Your Personal Information**

Please note that Basingstoke Counselling Service is the Data Controller of your personal information. The principles set out in this Privacy Notice apply to all instances in which Basingstoke Counselling Service receives your personal information as a Data Controller for the purpose of processing of information in order to participate in the various activities available on this website or as described below.

### **What information we collect through this website and what we do with it.**

You may contact us and choose (consent) to provide personal information directly to us via this website - your name, postal address, telephone number and e-mail address, so that we can provide you with information on our products and/or services, or respond to your questions or comments. The legal basis for the processing of your personal data in this case is your consent and the consent you provide may be withdrawn at any time by contacting us.

Some website functionality may be unavailable to users who do not provide their data, or who do not consent to the use of Cookies and similar technologies on this site. Additionally, if you choose not to provide your personal information, we will not be able to provide you with information about our products or services or with other support or responses.

### **Security Measures**

Basingstoke Counselling Service applies security measures to manage data protection and data privacy in line with the requirements of the General Data Protection Regulations and Data Protection Act 2018, to prevent data loss, to preserve data integrity and to regulate access to the data. Only authorized personnel directly engaged by Basingstoke Counselling Service have access to the personal information you provide via this website. All such personnel who have access to your personal information are required to adhere to this Website Privacy Notice and have signed non-disclosure agreements.

### **How we use your personal information**

Your personal information will only be used for the purposes for which you provided it to us, as indicated to you at the time you provided your personal information.

### **Who we disclose your personal information to and why**

We will never share the personal information you have provided via this website with any third-party organisation that intends to use it for their own purposes, other than as required by law.

### **Your rights**

Under the data protection legislation, you have the right to:

- object to the processing of personal/company information;
- prevent processing for direct marketing;
- object to decisions being taken by automated means;
- have inaccurate personal/company information corrected,
- to require us to erase your personal information;
- to require us to restrict or object to our data processing activities;
- to receive from us the personal information we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of you transmitting that personal information to another data controller.

Please note that these rights may be limited by data protection legislation, and we may reasonably be entitled to refuse your request under certain allowable circumstances.

### **How and why we use 'Cookies' and other similar technologies**

We may make use of Cookies, which are small text files that are placed on your computer by websites that you visit, or certain emails you open and other similar technologies such as Flash Cookies and web beacons. Such technologies are widely used in order to make websites work, or work more efficiently, as well as to provide business and marketing information to the owners of the site, to gather such personal data as browser type and operating system, referring page, path through site, domain of ISP etc. for the purpose of understanding how visitors use this website. Cookie and similar technologies help us tailor this website to meet the personal needs of customers and potential customers of our business.

This type of information obtained through cookies will not be disclosed outside Basingstoke Counselling Services or our authorized third-party service providers. It will not be used for unsolicited communications.

Cookies located on your computer do not contain your name but an IP address. In many case, after the user's session is cancelled the information contained in the cookies is no longer available to us.

Please ensure that your computer setting reflects whether you are happy to accept cookies or not. You can set your browser to warn you before accepting cookies, or you can simply set it to refuse them, although you may not have access to all the features of the website if you do so. See your browser "Help" button for how you can do this. Some Flash Cookies may not be affected by such settings. You do not need to have cookies on to use or navigate through many parts of this website. Remember that if you use different computers in different locations you will need to ensure that each browser is adjusted to suit your cookie

preferences.

### **Website customisation**

You provide consent, and as set out below, we may use the information you give us about yourself when you register online along with any third party acting on our behalf, to collect website usage information about visitors to our website for the purposes of statistical analysis, sales and marketing research, tracking page usage and paths used by visitors through our site, and targeting the site content.

### **Changes to the terms of this Privacy Policy**

We will occasionally make changes and corrections to this Website Privacy Notice. Changes will be effective upon the posting of the changes and your acceptance of the changes arises through your continued use of the site after the changes take effect.

### **Retention of your personal data**

We will retain that personal information you provide to us via this website only for as long as is necessary for the purposes set out in this notice. We will retain and use your information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your information to comply with applicable tax/revenue laws), resolve disputes, and enforce our agreements. We may also retain log files for internal analysis purposes. These log files are generally retained for a short period of time, except where they are used for website security, to improve website functionality, or we are legally obligated to retain them for longer time periods.

### **How to contact us**

The data controller responsible for your personal information for the purposes of the applicable data protection and data privacy legislation is Basingstoke Counselling Service. You may contact our Data Protection Lead at:

Basingstoke Counselling Service  
Goldings  
London Road  
Basingstoke  
Hampshire  
RG21 4AN

Email: [info@basingstokecounselling.org.uk](mailto:info@basingstokecounselling.org.uk)  
Telephone: 01256 843125

If you have any questions about this Privacy Notice or our data collection practices, please contact us at the address, telephone number or email listed above and specify your country of residence and the nature of your question.