

Privacy Policy, Cookies

At Creative Coaching Therapies, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about the clients I work with and the people who visit the website, how we use it and how we keep it secure.

Creative Coaching Therapy may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using the website and working with me, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email creativecoaching@outlook.com

We obtain information about you when you use our website, for example, when you complete the contact form, consent form, when you complete the site registration form, purchase a product from the site or engage with other forms within the site.

Cookies

When you visit my website www.creativecoachingtherapy.co.uk, cookies will be used to collect information about you such as your Internet Protocol (IP) address which connects your computer or mobile device to the Internet, and information about your visit such as the pages you viewed or searched for, pages response times, download errors etc. We do this so that we can measure our website's performance and make improvements in the future. Cookies are also used to enhance this website's functionality and personalisation, which includes sharing data with third party organisations. You can control this by adjusting your cookies settings.

What type of information is collected from you?

Name and age – this is basic information that helps me get to know you.

Address, email address, phone number – I use this as a way of contacting you regarding your sessions. I will mainly use the method you first contacted me on but if I cannot reach you, I will try a different method.

Next of kin/ GP's details – If I was worried that you were at risk of harm to others or yourself then I may need to contact your next of kin or GP. I will let you know when/if I am going to do this.

Session notes – I keep brief anonymous notes of our session(s). It is mainly stored as hard copy in a locked filing cabinet. Immediately after the work is finished, I transfer the data with your initials to my password protected computer. Your phone number(s) may be kept in my business mobile phone with your first name and last initial. Only I will access your information

I am legally bound to keep your records for a minimum of 5 years after which I will shred and delete all information stored.

I will delete your phone number out of my mobile phone 3 months after our work finishes. Unless you have opted in for me to keep your mobile number and email address to receive further updates on workshops, newsletter or free downloads.

If you purchase a product from the website, your card information is not held by Creative Coaching Therapy, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

How is your information used?

- Contact you regarding queries raised in the contact form;
- Confirm consent for working with me.
- Progress an order you have submitted and send you information directly related to this;
- Carry out our obligations arising from any contracts entered into by you and us;
- Notify you of changes to our services;

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- Send you communications which you have requested and that may be of interest to you and request reviews or comments on the services I provide.
- These may include information about campaigns, appeals, other fundraising activities, promotions of our associated companies goods and services;
- I will keep Your session notes with your initials for 5 years.

We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

I will not sell or rent your information to third parties.

I will not share your information with third parties for marketing purposes.

Please be reassured that we will not release your information to third parties beyond the company for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

When you are using our secure store pages, your payments are processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact me.

Your choices

You have a choice to opt in or out to receive information from me by selecting the relevant boxes situated on the form which we collect information from you.

I will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. I will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted.

You can change your marketing preferences at any time by contacting me at creativecoaching@outlook.com.

How you can access and update your information

The accuracy of your information is important to me. You have the right to request a copy of the information I hold about you so that you can ensure its accuracy. You can do this by sending an email to: creativecoaching@outlook.com.

When you give us personal information, we take steps to ensure that it's treated securely.

As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Links to other websites

The website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, you will be required to get your parent/guardian's permission before you provide us with personal information.