



PRIVACY POLICY

This privacy policy confirms how this website www.mindfulminds.co.uk uses and protects any information that you give when using this service. Mindfulminds is committed to safeguarding and protecting your information.

Users contacting this website and/or its owners do so at their own discretion and provide any personal details requested at their own risk.

No personal information is stored about individuals using this website. In instances where personal information has been given voluntarily, or an enquiry has been made, it may be used to contact you periodically, to inform you of latest workshops, courses and events, or to contact you directly.

All personal information provided voluntarily is used solely by mindfulminds.co.uk and is not sold, traded or transferred to any third party, unless express consent is given. Every effort has been made for a safe and secure email submission form which users use at their own risk.

By continuing to use this website www.mindfulminds.co.uk you are accepting and consenting to the practices described in this policy and agreeing to the use of cookies described below.

Contact: If you have any questions, concerns, complaints or access to your information please contact Linda Thomas 07765 680618, linda@mindfulminds.co.uk

Cookies

As part of respecting the privacy of our website visitors, I do not use any cookies that collect personal information about you. By using and browsing my website you are giving consent for cookies to be used according to my policy. If you do not consent to cookies being used, you can block or restrict any of the cookies through your browser settings or refrain from using the website.

Details of the cookies we use, their names and why I use them are outlined below.

Web Usage

Like most websites this website uses Google Analytics (GA) cookies. This data is used to look at the number of people using the site and how they find it and how they journey through the website. It also records your IP address which can personally identify you. Google do not give me access to this.



Confidentiality:

Our one to one work together is confidential, except in the following circumstances:

- BACP, my regulatory body, requires I have regular supervision. This supports counselling sessions and ensures I work to your best interests. All supervisors are bound by confidentiality rules.
- In extreme circumstances, if I believe you or someone else is at risk. I would endeavour, wherever possible to inform you.

Private Practice

I keep brief notes recording the themes of our sessions. These are stored in a locked filing cupboard and destroyed after 7 years, from when our sessions end, unless otherwise agreed.

Some information such as texts may be deleted immediately. My computer is password protected to ensure the safety and protection of your information.

Your contact and appointment details will be kept for 7 years and then destroyed unless otherwise agreed.

Your telephone number will be stored on my mobile phone under your initials only until your sessions end, at which point it will be deleted. If I change phones, I will delete your details on my old phone.

Email use for general enquiries

My works email address and communication via the contact form on my website do not provide encryption, and may be vulnerable to viruses or human error. For this reason email communication may be best suited to non-confidential information, for example, initiating/changing/cancelling appointments.

It is advisable to keep confidential information to face to face meetings. I aim to reply to emails contact as soon as possible within working hours.

When you email to enquire about courses, workshops, or sign up to the newsletter, I ask for contact details and relevant personal information from you that is needed to answer your enquiries and keep you informed of upcoming events that may be of interest to you. This data is stored securely for as long as you agree to be kept informed of mindfulminds activities.

Text Messages

I use a business mobile phone where I can be contacted by text to let me know at short notice that you are running late/cancelling a session etc. Texting can be prone to miscommunication so if you have something important to discuss that can't wait until our next meeting please phone. I am often not immediately available to respond but will do this at the earliest opportunity, within working hours.



Use of Information

Your personal information will be used only to provide you with my services and to give you information relating to mindfulminds services. I will not share your personal details with any other person, or organisation without your knowledge and permission, unless there is a legal requirement, or if there is a child or adult safeguarding issue, or a perceived risk of harm.

Security

Mindfulminds will take all reasonable precautions to prevent the loss, misuse, or alteration of information given.

Communications in connection with this service may be sent by email. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and give us permission to communicate with you in that way. Email, unless encrypted, is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects, I cannot bear responsibility for all communications being virus free.

Social Media

I use social media sites personally and professionally, however, our relationship would be best kept to the face to face meetings. Please note, I am unable to accept social media friendship requests.

Access to information:

If you would like to exercise your right to know about the personal information I hold about you, have this data corrected or deleted, then please address any data protection enquiries in writing. Mindfulminds will aim to resolve any concerns you have.

There may be exceptions in limited circumstances when I am not permitted to do so for legal reasons, otherwise I will provide this information to you within one month. Linda Thomas 07765 680618, linda@mindfulminds.co.uk