

Privacy Policy

Your Rights

Under GDPR EU data law you have the right to access, rectify, port and erase your data. You also have the right to object to and restrict certain processing of your data. This includes the right to object to our processing of your data for direct marketing and the right to object to our processing of your data where we are performing a task in public.

1. Introduction

In this privacy policy "we", "us", or "our" refers to **C&C Couples Counselling**. We are very committed to protecting your privacy. This Privacy Policy applies to all users of our website www.cc-couplescounselling.com and our counselling services.

2. Types of Information Collected

We collect the following types of personal information:

- Name
- Email address
- Phone number
- IP address
- Browser type and version
- Device information
- Usage data
- Assessment questionnaires for counselling purposes
- Other personal data for counselling purposes is collected as work-notes by the counsellor and are considered non-official.

3. How Information is Collected

We collect information through:

- Direct input from you (e.g., forms, account creation, personal information, emails)
- Automated technologies (e.g., cookies, server logs, analytic programs)

4. Purpose of Data Collection and Use

We use your personal information to:

- Provide and improve our services
- Communicate with you
- Process transactions (if applicable)
- Comply with legal obligations

5. Legal Basis for Data Collection

We process your data based on:

- Your consent
- Performance of a contract
- Our legitimate interests
- Legal obligations

6. Data Sharing and Third-Party Access

We may share your data with (anonymous):

- Service providers (e.g., hosting, analytics):
- Legal authorities when required by law
- Our supervisors (anonymously and only with your consent)

We do not sell your personal information in any way of form.

7. Data Retention Policies

We retain your personal information for as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required by law.

8. User Rights and Choices

You have the right to:

- Access your official personal data (not work notes)
- Rectify inaccurate data
- Erase your data (where applicable)
- Restrict or object to processing
- Data portability

To exercise these rights, please contact us using the information in Section 14.

9. Data Security Measures

We implement appropriate technical and organizational measures to protect your personal information, including encryption, access controls, and regular security assessments.

10. Cookies and Tracking Technologies

We use cookies and similar technologies and collect usage data. You can manage your cookie preferences through your browser settings.

11. Children's Privacy

Our services are not intended for children under 13. We do not knowingly collect personal information from children under 13.

12. International Data Transfers

If we transfer your data outside the EU/EEA, we ensure appropriate safeguards are in place, such as Standard Contractual Clauses or adequacy decisions.

13. Changes to the Privacy Policy

We may update this policy from time to time. We will notify you of any significant changes by posting a notice on our website or sending you an email.

14. Contact Information

For any questions or concerns about this Privacy Policy, please contact us at: info@cc-couplescounseling.com

15 Your consent.

By using our site and services, you consent to our Privacy Policy.

16. Effective Date

This Privacy Policy was updated in January, 2025.