



Emily Fewtrell MBACP Counsellor & Psychotherapist

Restore Counselling Leeds customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Telephone

07884576886

Email

emily@restorecounsellingleeds.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery:**

- Names and contact details
- Addresses
- Date of birth
- Payment details (including card or bank information for transfers and direct debits)
- Health information (including dietary requirements, allergies and health conditions)

We collect or use the following information for **the operation of customer accounts and guarantees:**

- Names and contact details
- Payment details (including card or bank information for transfers and direct debits)



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Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract
- Legitimate interest:
 - It is legitimate to collect and use personal information about each client so I can tailor the counselling to each individual need and circumstance. It helps me identify how I might be able to help them. It is vital that I collect information about clients whose mental health or wellbeing is at urgent or serious risk, including safeguarding and child protection matters.
- Vital interests

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent
- Contract

Where we get personal information from

- People directly
- Schools, colleges, universities or other education organisations

How long we keep information

We will keep your information for a period of 3 years, and then it will be destroyed.



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Who we share information with

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)

Your data protection rights

Under data protection law, you have rights including:

Your right of access – You have the right to ask us for copies of your personal data.

Your right to rectification – You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure – You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing – You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing – You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability – You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.



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How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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