

## **Mind Matters Counselling Privacy Policy**

The Mind Matters Counselling privacy statement has been created to explain the data we collect from our customers and partners, the reasons why it is collected, how it is protected and how it may be used. By continuing to view and use the Mind Matters Counselling website, you will automatically be accepting our privacy policy and will be bound to the following terms and conditions of use.

We promise that we will keep your personal information secure and act in a proactive manner to ensure that this remains the case. Mind Matters Counselling will never disclose any of your personal information without first obtaining your permission.

### **Use of cookies**

There will be times where Mind Matters Counselling uses cookies in order to provide visitors with a better user experience. This will happen automatically. We may collect information such as your IP address in order to provide you with a better user experience. Most web browsers are set up to automatically accept cookies, but you have the right to decline the use of cookies if you wish to. Please be aware that certain aspects of our website may be unavailable to you, should you choose not to accept cookies.

### **The data we collect and why**

You will be made aware of when we intend to collect data from you as you will be given the option to opt out. Mind Matters Counselling will only ever collect information from visitors in order to provide them with a better user experience. For example we may use your information to display content that is suitable for you, to perform research and to help make our website better. If you provide us with your contact details, we will only ever send you information that has been tailored to your interests. We promise that your information will not be sold onto or disclosed to third party companies without your permission. We do not send out spam emails.

If we ever need to share your information, then we will state this before it is collected so that you have the choice to opt out. We will only ever share your information with trusted partners after obtaining your permission. Information passed onto trusted third party companies will be held securely in accordance with the Data Protection Act 1998 and used only to provide you with the services or information you have requested.

### **Third party websites**

Please keep in mind that Mind Matters Counselling has no responsibility or control over any content you may find on third party websites that link to our site. They will have their own privacy policies, which may differ from our own.

### **Protecting your data**

Your information is protected under the Data Protection Act 1998. We comply with this law and will do everything in our power to ensure that your information is kept safe and protected.

### **Changes to our privacy policy**

We reserve the right to make changes to our privacy policy. A reason our privacy policy may change in the future may be due to changes in law or how our website functions. By continuing to use our website, you will automatically agree to the changes in our privacy policy.

### **Get in touch**

If you have any questions about Mind Matters Counselling's privacy policy or the information we collect, please get in touch by using the [online form](#) on our contact us page or calling us on 0800 389 7320.

We thank you for taking the time to read our privacy policy and for agreeing to our user terms and conditions.