Treadlight Counselling Privacy Policy

**Our contact details**

Name: Tessa Cole

Address: 4 Cherchefelle, Chart Lane, Reigate RH2 7RN

Phone Number: 07306 801748

E-mail: [tessa@treadlight.org](mailto:tessa@treadlight.org)

**The type of personal information we collect**

We currently collect and process the following information:

* Personal identifiers: name, contact telephone number, email address

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for the following reason:

* In order to contact you regarding our sessions

This personal information is not shared with anyone outside Treadlight Counselling.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting tessa@treadlight.org.**

**How we store your personal information**

Your information is securely stored on a computer which is only accessible by staff of Treadlight Counselling. It is held in a password-protected folder.

We keep your contact details for the period within which we work together. We will then dispose of your information by deleting your contract where your contact information is held.

**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 information.

**Your right to rectification** - You have the right to ask us to rectify personal information 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 information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

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

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [tessa@treadlight.org](mailto:tessa@treadlight.org) if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at tessa@treadligh.org.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>