

Privacy Statement

At Sweet Track Counselling Services we respect your privacy and understand how important it is that your personal information remains secure.

Sweet Track Counselling Services rely on legitimate interests as the lawful basis for processing, the business can demonstrate we have fully considered and protected individual's rights and interests.

We use information to provide potential students with information on future courses, to provide information and research on mental health issues, to ascertain the suitability of students i.e. application forms, to hold a record of students qualifications, and to provide a payment / financial process. These are all essential, and a necessity to the business.

Personal Information we hold has been provided by our students and clients, or from the references they supply. This information is shared internally, if relevant, with tutors, administrators for administration purposes, and bookkeeper/ accountant for financial auditing purposes.

We will not reveal information to a third party except for professional or legal reasons.

Mailing List

Customers self-register for the mailing list which has newsletters, blogs, and information for future courses. We do not share this information with any third parties.

Student course application and course participation information

The information you disclose in relation to your course booking is held in hardcopy, this is used to assist with your current booking and any future bookings. We keep a record of course attendance and course work requirements. Building up historic information on the courses you have attended helps us fulfil our duty of care to you. For qualifications your information is shared with accreditation bodies CPCAB and BACP. There is no option to opt-out

Roomhire

Contact details will be kept for 12 months after the event.

Financial information

Your financial information is held on our password protected database for financial auditing purposes so that we can keep an accurate record of your payments.

Data suppression

We are happy to provide individuals with the full information we hold on them, and will record any concerns an individual has. We can move sensitive information to another IT environment if required. If you wish your information to have limited data processing we are happy to discuss this with you, i.e. for confidentiality, or in the case of dual relationships. We will remove or correct any information we have on you at your request. Clients can access a copy and explanation of their personal data, available on request to Sweet Track Counselling Services

If you are on our mailing list and do not interact with us for a period of five years, we will automatically suppress your record from our mailing list.

The centre qualification data base will be kept for future references.

Records of financial transactions will need to be held for seven years for accountancy and audit purposes.

The counselling agency will hold your personal data records for 3 years.

Removal

You have the right to be 'forgotten', which means that if you request us to, we will remove all the data that we hold on you from our systems, except in certain professional or legal situations. Complete removal of information from our systems will result in the loss of all historic data. If you decide to come back to Sweet Track Counselling at a later date, we will re-start the process and, if necessary, ask you to provide us with your references again.

Under the Data Protection Act 1998 and the General Data Protection Regulation (which will be effective from May 2018) you can request a report detailing the information we hold about you. To obtain a report, please write to:

Sweet track Counselling Services
44a High St
Glastonbury
Somerset
BA6 9DX

Sweet Track Counselling Services takes the care of your data seriously, and undertakes to protect your personal information by putting in place appropriate physical, electronic, and managerial procedures to safeguard and secure the data we collect. However, should a cyber-attack arise, we have a robust data breach notification procedure in place, and will contact you as soon as possible giving full details of any data that has been compromised.

Our website uses cookies – small text files that are placed on your device to provide you with a better user experience when using our site. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymous tracking data to third party applications such as Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this and other sites. The most effective way to do this is to disable cookies in your browser. Consult the Help section of your browser, or take a look at the [All about Cookies website](#) which offers guidance for managing cookies.

Sweet Track Counselling Services is registered with ICO, and is the Data Controller