

## PRIVACY STATEMENT

This Privacy Statement sets out how Relationships Scotland Couple Counselling Argyll uses and protects any information that you give Relationships Scotland Couple Counselling Argyll when you use this website.

Relationships Scotland Couple Counselling Argyll is committed to ensuring that your privacy is protected. Should you provide certain information by which you can be identified when using this website, it will only be used in accordance with this privacy statement. This policy is effective from 28/05/18.

**Server Covered:** [www.argyllcouplecounselling.org](http://www.argyllcouplecounselling.org)

### **What we collect:**

*From Web Pages:* We do not capture any personal data. However, in common with most web servers, the IP address and the corresponding domain name of the client are automatically logged. The address of the page where the client came from (the referrer) and the software used to access the page (the agent) are also logged.

*From Our web-based enquiry form*

- Your name
- Your contact email & 'phone number
- Demographic information such as the part of Argyll you live in
- Other information relevant to your enquiry that you chose to give us

**Cookies** A cookie is a small piece of information that a web site puts on your hard disk or stores in your memory so that it can remember something about you at a later time. It is a mechanism that allows the server to store its own information about a user on the user's own computer. This is because each request for a web page is independent of all other requests, so the web page server has no memory of what pages it has shown you or anything about your previous visits. A cookie records your preferences when using a particular site, ensuring that you are not shown the same information and/or are only shown information you have stated that you are interested in. In order to use our web site you agree to let cookies be saved as they are an important part of the site navigation. If you object to the use of cookies – whether we use any or not – you can stop your browser from accepting them (see your browser's preferences options). However, if you remove cookies from your PC there may be some deterioration in the service you receive.

For more information about cookies see <http://www.allaboutcookies.org/>

**Use of your personal information:** Information collected through routine logging-on is not disclosed to any third parties. Information received from our online form is not disclosed to any third parties unless there is a legal obligation to do so, in which case consent will be sought. We use the personal information given by you for the following purposes only.

1 To provide further information about our service if requested by you.

2 To make an appointment to see a relationship counsellor, if requested by you.

**Security:** We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place physical, electronic and managerial procedures to safeguard and secure the information we collect online.

**Links to other websites:** Our website contains links to enable you to visit other organisations' websites easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. We cannot be responsible therefore, for the protection and privacy of any information which you provide whilst visiting such sites. You should exercise caution and look at the privacy statement applicable to the website in question.

**Consent:** By submitting your information you consent to the use of that information as set out in this Privacy Policy.

**Details of personal information kept:** Clients of our service may request details of personal information which we hold about you under the GDPR 2018 Act, at no cost. Ask to see our policy "Client Access to Information".