



Nostra Forza Counselling en Psychotherapie Privacy Policy

This privacy policy sets out how we use and protect any information that you give us when you use this website.

We want to ensure that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. This privacy policy sets out how we use and protect any information that you give us when using this website and interacting with Nostra Forza Counselling and Psychotherapy. It reflects new EU data protection laws taking effect on 25 May 2018 (General Data Protection Regulation).

What information is collected, why, how and when?

We obtain information about you when you email us. For example, when you contact us with an enquiry. If you undergo counselling or psychotherapy with us, we also collect information during the therapy process, which we need in order to help you. Your personal data will only ever be used in accordance with this privacy statement.

When you email us or use the 'contact form' on our website to make an enquiry, we collect your name, email address, and a description of your situation. We may then email you to seek further information about your situation. Before you agree to start counselling or psychotherapy, we will explain what data we gather, why, how we keep it secure, and what we will do with it after the counselling or psychotherapy ends. We will hold your personal information securely in our systems for as long as is necessary for the relevant activity or as long as is set out in any relevant contract you hold with us. When you use our website or make an enquiry, our lawful basis for processing your data is legitimate interests so we can provide the service you would expect. When you use our services, our contract with you is the lawful basis.

As is normal when using the internet, when you use our website, we collect your IP address so that our webserver can show you the pages you wish to see. We also sometimes use Google Analytics to see which of our web pages are accessed and when. But we do not ourselves store any of this data, nor can we personally identify you from it.

We will not sell or rent your information to third parties, or share it with third parties for marketing purposes. We may transfer your personal information to a third party if we are under a duty to do so to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our team or our clients. However, in this case we will take steps with the aim of ensuring continued protection of your privacy rights.

You have the right to request Counselling and Psychotherapy Nostra Forza to show what personal information we hold about you, to rectify, to delete, or object to processing personal information (although we can refuse if the information is needed for us to practice lawfully & competently).