



PRIVACY POLICY

Our Commitment to Your Privacy

At Forest of the Mind LTD, we are dedicated to keeping your personal information safe and being transparent about how we collect, store, and use it.

This policy applies to all interactions with Forest of the Mind LTD, including our website and any contact made with us to request information, support or counselling services.

It also covers the personal information collected when arranging counselling via face-to-face, telephone, or webcam sessions. Please note that sensitive information, such as clinical notes taken by counsellors, is governed by our separate Confidentiality Policy.

Forest of the Mind LTD is registered with the Information Commissioner's Office (ICO) under the General Data Protection Regulation (GDPR) [(EU) 2016/679]. We follow the ICO guidance and fully comply with the Eight Principles of Data Protection.

If you have any questions about this policy, please contact us:

- **Email:** info@forestofthemind.co.uk
- **Phone:** 07759 565102

What Information We Collect

Information You Provide Directly

We collect and store the personal details you give us when you:

- Book a counselling appointment
- Make an enquiry
- Complete a survey or feedback form
- Enter into a contract or agreement

Counselling Referrals

When you self-refer for counselling, we explain our privacy procedures clearly—either by email or verbally—depending on how you contact us. You'll be told:

- How your data is securely stored
- How to access this policy
- That your data will be deleted if you don't go ahead with counselling

If you proceed with a referral, we'll send you our Client Privacy Notice.

Information Collected Indirectly

When you visit our website, we may gather limited technical data, such as:

- Your IP address or general location
- How you navigate the site

This data is anonymous and not linked to you personally.

We do **not** collect personal information through social media platforms however, those platforms may collect their own data, and we encourage you to review their individual privacy settings.

We do not knowingly collect sensitive data indirectly. If someone publicly shares sensitive details online (e.g. on social media), Forest of the Mind LTD does not process or store that data unless they contact us directly for support.

Forest of the Mind LTD provides services to adults. Anyone aged 13 or under should get consent from a parent or guardian before sharing information with us online or through social media.

How We Use Personal Information

We may use your data to:

- Provide information or services you have requested
- Respond to enquiries and feedback
- Send marketing updates (with your consent)
- Complete administrative tasks
- Take payments for services
- Keep someone safe if we believe there is a serious risk of harm
- Conduct surveys and research to improve our services
- Improve website usability

How Long We Keep Your Data

We only keep personal information as long as necessary for its intended purpose. Most data is deleted when no longer needed and financial records may be held for up to seven years for tax or legal compliance.

When and How We Share Information

Your personal data is only used for the purpose it was collected and is never shared for marketing or sales. We may share it when legally required—for example, if there are concerns about child sexual abuse or terrorism.

How We Protect Your Data

We use both digital security and administrative controls to safeguard your information. Access to data is restricted to authorised personnel only. We avoid collecting sensitive information through web forms and always ask how you prefer to be contacted. While we take strong precautions, no internet-based system is 100% secure. If you have concerns, we will discuss safer communication alternatives.

Your Rights Under GDPR

Under GDPR, you have the right to:

- **Correct** any inaccurate or outdated information (Right of Rectification)
- **Access** a copy of your data (Right to Data Portability)
- **Limit** how your data is used (Right to Restrict Processing)
- **Object** to how your data is processed
- **Request deletion** of your data in some circumstances (Right to Erasure)

We do not charge for requests unless they are excessive. Proof of identity may be required.

Upon verification, you can also ask:

- Why your data is collected and how it is used
- Where we got your information (if not directly from you)
- What categories of personal data we hold
- Who your data may have been shared with
- How long we plan to store your data
- Whether any automated decision-making or profiling is used

Feedback and Complaints

If you have questions or concerns about this policy or how we handle your information, please contact us. If you are not satisfied with our response, you can raise your concern with the **Information Commissioner's Office (ICO)**:

- **Address:** Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- **Website:** www.ico.org.uk

Policy Updates

We may update this Privacy Policy from time to time. Please check this page occasionally to stay informed of any changes.

Last updated: June 2025

Cookies Policy

Cookies are small text files stored on your device when you visit our website. Forest of the Mind LTD uses cookies to:

- Help the website work correctly
- Gather anonymous statistics on how people use our site
- Allow content sharing via social media (e.g., Facebook, Twitter)

We do not use cookies to collect personal data or share personal information with third parties.