



PRIVACY STATEMENT

Bridge Counselling CIO is committed to protecting and respecting your privacy. We think it is extremely important to keep any personal information we hold secure and confidential.

Laws apply to our use of anyone's personal information and everyone has rights regarding how their personal information is handled.

We have published this statement to tell you:

- what information we may collect about you;
- how we store your personal information;
- what we use your personal information for; and
- to whom (if anyone) we pass it on and for what purposes.

Under Data Protection legislation the Charity Trustees of Bridge Counselling are the Data Controller and can be contacted by telephone on 01234 822681 or emailing the Data Protection Trustee via data@bridgecounselling.org.

Personal Information we may collect from you

When you first come into contact with us (which may be for a variety of reasons) we may collect your name and contact details for use by us. Other information we may collect from you will depend on the reason for the contact and these are detailed below.

What we do with the information

To enter into our databases which hold names and contact details.

For responding to contact you have made with us.

With your consent, we should like to notify you of events and activities which we think may be of interest to you

Meeting our legal obligations and exercising any legal rights

We use your information in line with our Data Protection Policy and the policies and procedures that apply to our use of your information.

When using the website

We may collect personal identification information from you in a variety of ways, You may be asked for, as appropriate, name, email address, mailing address and phone number.

We will only collect personal identification information from you if you voluntarily submit such information to us.

Bridge Counselling CIO, Bromham Baptist Church, Village Road, Bromham, MK43 8LJ
Registered Charity 1191105

Telephone 01234 822681 Ext 3: Email coordinator@bridgecounselling.org www.bridgecounselling.org

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If we already have contact with you we have most likely already collected any/all of this information.

Where we store your personal information

We are committed to holding your personal information securely. This means only those working for Bridge Counselling that need to see it have access.

We may store your information on computers, in paper form, or both.

Our main computer system is at our office but some laptops and other devices are the property of those working for Bridge Counselling and may be used elsewhere. All computers including laptops are password protected. Sometimes we also use remote access to our IT system where this is secure and under our control.

Our paper files which hold personal information (other than names and contact details) are kept in securely locked cupboards.

We will hold and use your personal information until it is no longer required for our purposes.

In connection with our website, we adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our site.

Who else we may pass on your information to

We do not give anyone else access to your information for their marketing or commercial purposes.

We will not share your personal information with anyone who claims to represent you unless we are satisfied that you have appointed them or they act in some recognised official capacity. There may be a delay to us dealing with requests whilst we confirm the caller's identity, or check that we have your approval to deal with them.

Confidential information

Where you have given us information expressly in confidence we will keep this information confidential. This means we will store it securely and not share it with other parties unless you have given us explicit permission to do so or there is a statutory duty or court order to disclose. Where we cannot provide our services or support for you unless we can share this information with others, we will require that any information we do share is in turn kept confidential by those other persons.

Your rights

You have the right to ask us not to process your personal information.

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Changes to our Privacy Statement

This Statement may change. We will display the current Statement on our website, and in our respective offices.

Non-personal identification information

We may collect non-personal identification information about you whenever you interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about your means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

Web browser cookies

For the normal day-to-day operation of our website we set a number of cookies which are stored on your machine when browsing our website. Cookies are pieces of data (normally text files) that get stored on your computer's hard drive. Our website uses these cookies to record your trends, enhance user functionality with add-ons such as a 'Facebook Like Box', 'Facebook Share', 'Tweets Tweet This add-on', 'Google's YouTube' etc. Please note that cookies are not used to store any personal data relating to you as an individual. They are only used to store your trends so we are able to analyse which aspect of our website that you visit the most and work on ways to improve the parts that you don't visit very often.

Cookie Law Opt-out

We understand if you want your data to be private and we don't penalise any user for that decision. You are still, and always will be able to browse our website without being penalised for your decision (although some aspects of our website requires cookies to be set). If you have decided to stop our website from storing cookies on your machine we will have to set one which stops our 'cookie notification' script from being displayed.

Third party websites

You may find other content on our Site that links to the sites and services of third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

Your acceptance of these terms

By using our site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

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