

Blue Byrd Counselling Privacy Policy

This privacy policy will explain how Blue Byrd Counselling stores and uses your data.

I am registered as a Data Controller with the ICO. My reference number is **ZA165568**

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What data do I collect?

Blue Byrd Counselling collects the following data:

Personal identification information (Name, email address, phone number, etc.)

Data about your mental health (see form and contract)

How do I collect your data?

You directly provide Blue Byrd Counselling with all of the data I collect. I collect data and process data when you:

- Sign up for my newsletter

- Voluntarily complete a form

How will I use your data?

Blue Byrd Counselling collects your data so that I can:

- Comply with my insurance requirements and ethical best practice
- Invoice you
- Send you newsletters (if you choose to sign up for them)

How do I store your data?

Blue Byrd Counselling securely stores your data on a laptop and mobile phone with biometric protection and/or in a locked desk drawer.

Blue Byrd Counselling will keep your personal data for 7 years. Once this time period has expired, I will delete your data by removing electronic files and shredding paper copies.

Marketing

I do not collect any information for the purposes of marketing.

If you would like to receive my newsletter, sign up at <https://substack.com/@bluebyrdcounselling>

What are your data protection rights?

Blue Byrd Counselling wants to ensure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request Blue Byrd Counselling provide copies of your personal data. I may charge you a small fee for this service.

The right to rectification - You have the right to request that Blue Byrd Counselling correct any information you believe is inaccurate. You also have the right to request Blue Byrd Counselling to complete information you believe is incomplete.

The right to erasure - You have the right to request that Blue Byrd Counselling erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that Blue Byrd Counselling restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to Blue Byrd Counselling's processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that Blue Byrd Counselling transfer the data that I have collected to another organization, or directly to you, under certain conditions.

If you make a request, I have one month to respond to you. If you would like to exercise any of these rights, please contact us at my email: bluebyrdcounselling@gmail.com or call me on: **0757 851 1182**

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit my websites, I may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do I use cookies?

Blue Byrd Counselling does not use any cookies on the website

What types of cookies do I use?

Blue Byrd Counselling does not use any cookies on the website

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of my website features may not function as a result.

Privacy policies of other websites

The Blue Byrd Counselling website contains links to other websites. My privacy policy applies only to my website, so if you click on a link to another website, you should read their privacy policy.

Changes to my privacy policy

Blue Byrd Counselling keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 14th September 2026.

How to contact me

If you have any questions about Blue Byrd Counselling's privacy policy, the data I hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact me via email: bluebyrdcounselling@gmail.com or call me on: **0757 851 1182**

How to contact the appropriate authority

Should you wish to make a complaint, please contact me in the first instance and I will do my best to resolve the situation. If you then feel that Blue Byrd Counselling has not addressed your concern in a satisfactory manner, you can contact the Information Commissioner's Office using this link: <https://ico.org.uk/make-a-complaint/data-protection-complaints/check-if-you-can-complain/>