

Privacy Policy



New Hope Counselling collects a small amount of data from our customers. This is provided by the customer when providing contact details, making an enquiry, asking for a quote or placing an order - this data can include:

- Name
- Email address
- Phone number
- Address

We are responsible with your data and never share it with anyone.

This data is held by third party services and any data downloaded from these services is stored on an encrypted, password protected and secure device with single user access.

As soon as this data has been used, it is safely and securely removed from the device.

Our third party data services are listed in *Third party data services* at the end of this document. You can visit their websites for information on how they collect, use and store your data.

Additionally we may collect usage data from our website, social media profiles and mailing list using [Google Analytics](#) and the [Facebook Pixel](#).

How we use this data

New Hope Counselling will use your data to provide products or services requested and maintain accurate records.

From time to time, we may send digital or physical marketing material (in the form of e mails and leaflets etc..) to you and we do so as we believe that this is in our legitimate company interest as well as your legitimate interest.

Our marketing material will be educational i.e. provide you with information about events and new & existing products/services.

You can opt out of our marketing at any time and instructions for doing so will be clearly displayed on all material received.

Who we share your data with

No one. Ever.

Data breach

All accounts containing your data are secured with a random character password and, where available, two factor or biometric authentication.

In the case of a data breach from these accounts or company devices occur, we will contact all users who are affected by email. Following an initial notification, we will send a follow up a week later. Given that we do not collect highly sensitive information, any effect on end users should be minimal.

Our third party data services are listed in *Third party data services* at the end of this document. You can visit their websites for information on how they will handle a data breach.

Nominated data manager

If you have any questions about our policy, you can contact our data manager as follows:

Email info@newhopecounsellingplymouth.co.uk

Address Data Officer, New Hope Counselling, 2 Temeraire Road, Manadon Park, Plymouth, PL5 3UB.

Third party data services

Horde webmail

<https://www.horde.org/apps/webmail>