

# Privacy Policy and Terms of Service

## Privacy policy

We're committed to protecting the privacy of all individuals that provide Personal Information to us, including the data recorded by customers in the Contact form on our website. This Privacy Policy explains how we collect, protect, use and share personal information.

## Personal Information we collect

We directly collect Personal Information if you send an enquiry to us from our website, or get in touch with us by chat, email, or phone. We may also collect some Personal Information if you engage with us directly via accepting our services.

This information can include your name, gender, date of birth, addresses, telephone numbers, email addresses, and credit/financial information(use to pay for our services).

We do not directly collect any special categories of personal data about you. This includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data. Nor do we collect any information about criminal convictions and offences.

## How this information is used

Generally speaking, the Personal Information we collect is used by us to operate our business.

The Personal Information we collect about our own Customers is mostly used for billing, identification, authentication, and for contacting you if we need to.

We may, with consent, use email addresses to share news, tips, updates and special offers. People who receive these promotional emails can unsubscribe at any time.

Other ways we may use your Personal Information:

- **To deliver customer service** and assist you with any inquiries you may have.

## How information is disclosed

Except as described in this Privacy Policy, we will not share, sell, or rent Personal Information with anyone without your permission or unless ordered by a Court of Law.

## The security of your Personal Information

We take security seriously. Data is encrypted via the third party software that we use ([www.yola.com](http://www.yola.com) and [www.cliniko.com](http://www.cliniko.com)), stored in state-of-the-art facilities, access is restricted to those who have a need to know, and we regularly review our practices to maintain security.

## Access, correct or delete Personal Information about you

You can request **access to the Personal Information** you have provided to us, via email to [info@chirucounselling.ca](mailto:info@chirucounselling.ca)

If you think there's a problem with the Personal Information we hold about you, you can **request a correction**. This enables you to have any incomplete or inaccurate data we hold about you corrected (though we may need to verify the accuracy of the new data you provide to us).

You may **withdraw consent** at any time where we are relying on consent to process your Personal Information. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. This will be notified to you at the time of your request if applicable.