



## Privacy policy

This Privacy Policy explains how I, Dr Michelle Seabrook, of Supervision Institute and 'Michelle Seabrook' use and protect any information that you give to me when you use my service. This policy was updated on 03.10.22.

Your privacy is very important to me, and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the GDPR and the Data Protection Act 2018.

### Website and online contact:

By visiting [www.supervisioninstitute.com](http://www.supervisioninstitute.com) or [www.michelleseabrook.co.uk](http://www.michelleseabrook.co.uk) or contacting me via a partner website or through email, you are accepting and consenting to the practices described in this policy.

By continuing to use my site [www.supervisioninstitute.com](http://www.supervisioninstitute.com) or [www.michelleseabrook.co.uk](http://www.michelleseabrook.co.uk) you are agreeing to my use of cookies described below.

Any changes I make to my privacy and cookie policy will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any changes to my privacy and cookie policy. For the purpose of the GDPR (General Data Protection Act 2018) (the Act), the data controller is Michelle Seabrook, 10 Springfield Crescent, Kibworth, Leicester. LE8 0LH.

### Information I may collect

You may give me information about you such as name, address and phone number, by corresponding with me by phone, email or otherwise. I may receive information about you from other sources, such as Google Analytics, or if you use any of the other services I provide, for example commenting on a blog.

With regard to each of your visits to my site, I may automatically collect the following information:

*Web:* [michelleseabrook.co.uk](http://michelleseabrook.co.uk)

*Email:* [drmish@michelleseabrook.co.uk](mailto:drmish@michelleseabrook.co.uk)

*Call:* 07541060950



- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from my site (including date and time); services you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

### **Cookies**

My website uses cookies to distinguish you from other users of my site. A cookie is a small file of letters and numbers that I store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive. I use the following cookies:

- Strictly necessary cookies are cookies that are required for the operation of my site.
- Analytical/performance cookies allow us to recognise and count the number of visitors and to see how visitors move around my site when they are using it. This helps us to improve the way my site works, for example by ensuring that users are finding what they are looking for easily.
- Functionality cookies are used to recognise you when you return to my site. This enables us to personalise my content for you and remember your preferences.

### **Google Analytics Cookies**

I use a programme called Google Analytics, which in turn uses cookies to help us find out how many people visit my site, which pages and parts are most popular, how long people spend in each area and what information people are searching for. All this insight helps us to understand how I can improve my site.

You can find out more about Google Analytics here [developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage](https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage)

If you don't want me to use cookies in your web browser, you can remove them from your computer or change your browser settings so that it either blocks cookies altogether or asks you if you'd like to accept them from some websites. Some of my cookies are essential for my site to work properly.

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The internet industry body, the Internet Advertising Bureau, has set up a website to provide information and advice on cookies: [www.youronlinechoices.com/uk/](http://www.youronlinechoices.com/uk/). Another source which gives information about how to delete and control cookies is [www.aboutcookies.org/](http://www.aboutcookies.org/).

### **Uses made of the information**

I will use your information:

to carry out my obligations arising from any contracts entered into between you and me and to provide you with the information and services that you request from me;

- to notify you about changes to my service;
- to administer my site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve my site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of my service, when you choose to do so;
- as part of my efforts to keep my site safe and secure;
- Internal record keeping – for example, client hours;
- to operate my business efficiently including financial records;

### **Disclosure of your information**

All my dealings with you and any information that I have about you is confidential except when I may have a legal obligation to share, for example a serious criminal offence such as terrorism, money laundering and current safeguarding.

### **Where I store your personal data - online**

The data that I collect from you will be transferred to, and stored at, a destination within the European Economic Area ("EEA").

Unfortunately, the transmission of information via the internet is not completely secure. Although I will do my best to protect your personal data, I cannot guarantee the security of your data transmitted to my site; any transmission is at your own risk. Once

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I have received your information, I will use strict procedures and security features to try to prevent unauthorised access.

### **Written notes & storage**

I will use your information to contact you regarding our contact for services I offer for supervision, psychotherapy, consultancy and training. I will not contact you for another other reason. I will not pass on your contact details to another party without your informed, written consent/permission. The caveat to this is if I have a legal obligation. All current written session notes are kept in a locked filing cabinet for which only I have access to. Any notes written using technology are on a password protected laptop, for which only I have access to. All notes from sessions are anonymised and any identifiable personal data is kept separately from these notes. When your work with me ends, your notes are kept for 2 years and then securely destroyed.

### **Access to information**

You can request access to the personal information that I hold about you. I will provide this except in the limited circumstances in which I am permitted not to. Most access request are free of charge, extensive requests may be subject to a fee of £10 to meet my costs in providing you with details of the information I hold about you.

You may request amendments to the personal information I hold about you that is inaccurate or out-of-date. If you request that I delete your personal information, I will take all reasonable steps to do so unless I need to keep it for legal, auditing or internal business purposes.

### **Contact**

Complaints, questions, comments and access requests are welcomed and should be addressed to Michelle Seabrook, 10 Springfield Crescent, Kibworth, Leicester. LE8 0LH. 07541 060 950, ICO Data Protection Registration reference: ZA17069

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