Cloud 9 For Life - Privacy Notice

**Introduction**

Cloud 9 For Life Counselling (collectively referred to as “Cloud 9 For Life and associates”, "we", "us" or "our" in this privacy notice) respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how your personal data is looked after and communicate your privacy rights and how the law protects you. It is important that you read this privacy notice together with any other privacy notice or fair processing notice provided on specific occasions when your personal details are being collected or processed. Being fully aware of how and why your personal data is being collected and or used is important.

*This privacy notice supplements the other notices and is not intended to override them.*

**Controller**

Cloud 9 For Life is the controller and responsible for your personal data. We have appointed a data protection officer (DPO) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the DPO using the details set out below. Contact details Name of DPO: Jayne Roberts – Email address: info@cloud9forlife.com. Postal address: Room 22, Ty AVOW, 21 Egerton Street, Wrexham. LL11 1ND. Telephone number: 07925 540960. Email: info@cloud9forlife.com.

You have the right to make a complaint at any time to the British Association of counsellors and Psychotherapists (BACP).However, it would be gratefully appreciated if at the first instance, we could deal with your concerns together before you approach the BACP. Therefore, please us the contact details given above.

**Using cloud 9 for life’s website**

This privacy and cookie policy clarifies how Cloud 9 for life uses and protects any information that you give Cloud 9 for life when you use this website.

Cloud 9 for life is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

**Links to other websites**

Our website may contain links to other websites for your use. However, on using these links which means you leave our site, we do not have any control over the other website cookies etc. We cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. Therefore, please be aware and exercise caution along with familiarising yourself of the privacy statement applicable to the website in question.

**Your Privacy**

*What we do with the information we gather (not third-party services)*

We require certain information to understand your needs and provide you with a better service, and for the following reasons:

* Internal record keeping - we may use the information to improve our products and services.
* We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
* From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

**Your personal information**

We will not sell, distribute or lease your personal information to third parties unless we have your signed permission or required to do so by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

Email: info@cloud9forlife.com