

Privacy Policy

Mind Matters Counselling LLP are providers of services which are founded in counselling; our services offer direction, bespoke solutions and support for businesses, organisations and thousands of people throughout the UK.

Partners of choice

The Mind Matters Counselling LLP privacy statement has been created to explain the data we collect from our customers and partners, the reasons why it is collected, how it is protected and how it may be used. By continuing to view and use the Mind Matters Counselling LLP website, you will automatically be accepting our privacy policy and will be bound to the following terms and conditions of use.

We promise that we will keep your personal information secure and act in a proactive manner to ensure that this remains the case. Mind Matters Counselling LLP will never disclose any of your personal information without first obtaining your permission. As partners of choice, we are experts in managing health and well-being, providing a support system for individual employees and the workforce as a whole. We guarantee a customer service orientation for your organisation - a tailored approach which is flexible to meet your needs. After developing the right framework, our processes ensure smooth implementation and integration.

We are the sole owner of any information collected on this site and we will never sell or rent this information to others. Information collected is for the sole purpose of providing a counselling support service for individuals. Information we will share will be to individuals / employers / employees of organisations, third parties and affiliate members of Mind Matters Counselling LLP for purpose of providing counselling support only. Information that is passed to Mind Matters from an employer is on the understanding that the individual has directly requested their data to be passed to Mind Matters Counselling LLP in order that Mind Matters Counselling LLP can provide counselling support to the individual. Mind Matters Counselling LLP will only engage / provide an individual's data to a third party when consent has been obtained.

From employee assistance programmes to working with change, our counselling services help find solutions that work for both corporate organisations and the people that make things happen in the workplace.

Data Controller

We are known as the data controller: We are responsible for collecting and processing your personal information. Processing includes the organisation, retrieval, consultation, use and deletion or destruction of information and its appropriate disclosure to other agencies.

The information provided will be processed in line with current Regulatory Data Protection Laws.

Use of cookies

There will be times where Mind Matters Counselling uses cookies in order to provide visitors with a better user experience. This will happen automatically. We may collect information such as your IP address in order to provide you with a better user experience. Most web browsers are set up to automatically accept cookies, but you have the right to decline the use of cookies if you wish to. Please be aware that certain aspects of our website may be unavailable to you, should you choose not to accept cookies.

Third party websites

Please keep in mind that Mind Matters Counselling LLP has no responsibility or control over any content you may find on third party websites that link to our site. They will have their own privacy policies, which may differ from our own. We encourage users to be aware when they have left our site to read the privacy statement of each and every web site that collects personal information.

Changes to our privacy policy

We reserve the right to make changes to our privacy policy. A reason our privacy policy may change in the future may be due to changes in law or how our website functions. We will post those changes on this page so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

By continuing to use our website, you will automatically agree to the changes in our privacy policy.

Get in touch

If you have any questions about Mind Matters Counselling LLP's privacy policy or the information we collect, please get in touch:

email us at admin@mindmatterscounselling.org.uk

visit our website and complete our online form

call us on 0121 368 0083

write to us at Mind Matters Counselling LLP, Suite 5, Tower House Business Centre, Fishergate, York, YO10 4UA

Information collected and how it's used

1. If you are an **individual** where your employer has a Service Agreement with Mind Matters Counselling LLP, **[click here](#)**
2. If you are an **affiliate counsellor**, **[click here](#)**
3. If you are an **organisation** accessing our services, **[click here](#)**



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