**Privacy Policy for The Self Care Hour**

**Effective Date: 04.05.2025**

At Self Care Hour, we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal data when you participate in our sessions or engage with us through our website. By attending our sessions or using our services, you consent to the practices outlined in this policy.

**1. Personal Data We Collect**

When you participate in Self Care Hour activities, we may collect the following types of personal data:

* **Contact Information**: Name, email address, phone number, and address (for communication purposes or event registration).
* **Health Information**: Any health-related information you provide voluntarily (e.g., specific mental health needs, medical conditions, or accessibility requirements) to ensure we can accommodate your needs in our sessions.
* **Demographic Information**: Age, gender, and general location for the purposes of understanding the diversity of our participants and improving our services.
* **Session Attendance Data**: Information related to your attendance, including dates of sessions you participated in.

We will only collect and process personal data that is necessary for the operation and support of our services and events.

**2. How We Use Your Data**

We use the personal data we collect for the following purposes:

* **To Facilitate Sessions**: To send you information about upcoming Self Care Hour sessions, provide reminders, and manage registration.
* **To Improve Our Services**: To understand the needs of our community, tailor our sessions, and improve the quality of our programs.
* **To Communicate with You**: To respond to inquiries, provide customer service, and share updates about Self Care Hour.
* **To Comply with Legal Requirements**: To comply with relevant laws and regulations regarding data protection and confidentiality.

We will never use your personal data for marketing purposes without your explicit consent.

**3. Confidentiality and Data Security**

We are committed to maintaining the confidentiality and security of your personal data. We have implemented appropriate technical and organisational measures to protect your data from unauthorised access, disclosure, alteration, and destruction. However, no system can be 100% secure, so while we strive to protect your data, we cannot guarantee complete security.

We will ensure that any third parties involved in the processing of your data (such as platform providers or event partners) comply with confidentiality agreements and appropriate data protection laws.

**4. Confidentiality in Sessions**

Confidentiality is essential to the success of The Self Care Hour. We respect your privacy and will not disclose any personal information shared during our sessions without your prior consent, except in circumstances where we are required to do so by law (e.g., if there is a risk of harm to yourself or others).

During group activities, we ask that all participants respect each other’s confidentiality. This means that personal stories or experiences shared in group discussions should not be repeated outside the session.

**5. Data Retention**

We will retain your personal data only for as long as necessary to fulfill the purposes outlined in this policy, or as required by law. If you no longer wish to participate in Self Care Hour, you can request that we delete your personal data, and we will comply with that request, subject to any legal obligations we may have to retain certain data.

**6. Your Rights**

Under data protection law, you have the following rights regarding your personal data:

* **Right to Access**: You can request access to the personal data we hold about you.
* **Right to Rectification**: If you believe any of your personal data is incorrect or incomplete, you can request it be corrected.
* **Right to Erasure**: You can ask us to delete your personal data, subject to certain legal exceptions.
* **Right to Restrict Processing**: You can request that we limit the processing of your personal data in certain circumstances.
* **Right to Object**: You have the right to object to the processing of your personal data in certain situations.
* **Right to Data Portability**: You may request that we provide your personal data to you in a structured, commonly used, and machine-readable format.

To exercise any of these rights, please contact us using the details provided below.

**7. Third-Party Links**

Our website may contain links to third-party websites for additional resources or services. Please note that these websites have their own privacy policies, and we do not accept responsibility for their practices. We encourage you to review their privacy policies before providing any personal data.

**8. Changes to This Privacy Policy**

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on this page, and the updated policy will take effect as of the date indicated. We encourage you to review this policy periodically to stay informed about how we are protecting your data.

**9. Contact Us**

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, please contact us at:

**Self Care Hour**

Email: fayecourtcounselling@outlook.com
Phone: 07492413065
Website: www.theselfcarehour.co.uk