

Privacy Policy

Our contact details

Diana Thornton therapy and counselling

Diana Thornton (“we” or “us”)

07801 983586

contact@dianathornton.co.uk

www.dianathornton.co.uk

Purpose

The purpose of this policy is to tell you, the user of this website, about our practices regarding the collection, use and disclosure of personal information which may be provided to us via our website or collected through other means such as email, online form or telephone.

Type of personal information we collect

We currently collect and process the following information:

- If you are only browsing our website we will only collect data (such as your IP address) via cookies on our website.
- If you book therapy sessions or register for one of our courses then we will need to collect your name, age, address and other contact details (phone & email) and health details (special category data).

How we acquire your personal information and why we hold it

Other than information provided via cookies your personal information is provided by you when you email us with an enquiry, book for therapy or register for one of our courses.

We use the personal information you provide in order to contact / respond to you and to provide you with information and materials relating to therapy sessions and other wellbeing activities such as workshops or courses.

Sharing personal information

We will not disclose to any third party any personal data you provide to us other than as follows:

- If you sign up for a course with us we may share your data with any person co-leading that course with us.
- We may host personal data with third party hosting providers.
- If we are under a duty to share your personal data in order to comply with any legal obligation

Cookies

A cookie is a piece of data stored locally on your computer and contains information about your activities on the internet. Cookies are in place to provide a secure, safe and stable experience for visitors and customers and to monitor and analyse the performance, operation and effectiveness of the platform and to identify any registered members.

Lawful basis

Date: 24 June 2026

The lawful basis we rely on for processing information provided via cookies is the consent which you provide when logging on to this website.

If you contact us with a view to the provision to you of therapy or a course then the lawful basis we will rely on for processing your personal information will be the contract you enter into (or have contacted us with a view to your entering into) in order for us to supply to you the services involved.

Your data protection rights

You have various rights under data protection legislation which include the right to make a subject access request, the right to make a complaint, the right to get your data corrected, the right to ask for your data to be erased (we cannot of course provide our services without access to your data) the right to object to use of your personal data in certain circumstances and the right to withdraw your consent to the processing of your data (if consent is the ground we are relying on for that processing) at any time.

How we store your personal information

We take reasonable steps to ensure that the information we collect from you is protected from unlawful access and from accidental loss or damage. Those steps include normally commercially available security software such as Norton and the secure holding of paper records in a locked cabinet. We keep your registration forms and correspondence concerning any in accordance with professional and insurance requirements. Typically this will mean at least 7 years. We will then dispose of your information by destroying any paper records and any electronic documents, emails and email addresses. If you have opted-in to a mailing list, we will keep your personal details necessary for that mailing list unless you withdraw your consent in which case you will be removed from the list as soon as reasonably practicable.

How to exercise any of your data protection rights

If you have any concerns or queries about our use of your personal information or wish to exercise any of your data protection rights you can contact me using the contact details above. I will send you a written acknowledgement within 30 days, make every effort to resolve the matter within three months and inform you of the outcome. As required by the law, I will keep record of your complaint for six years.

You can also complain to the ICO if you are unhappy with how I have used your data or if you are not happy with how I have attempted to resolve your complaint. Contact them at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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