

Website Privacy Notice

Kasia Stefanow MBACP · www.kasiastefanow.com

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What this notice covers. This notice explains how I use personal information when you visit or contact me through this website.

Who I am

I am Kasia Stefanow MBACP, an independent counsellor and the data controller for personal information collected through this website.

Email: therapy.kasia@gmail.com **Telephone:** 07501 367803

Website: www.kasiastefanow.com **ICO registration:** ZB578987

Information collected through the website

Information you provide. The enquiry form asks for your name, pronouns, email address and a message. You decide what to include in your message. It may contain health information or other sensitive details, so please share only what you are comfortable sending at this stage. I may also receive information if you contact me using an email link on the website.

Information collected automatically. Because the website is hosted by Wix, Wix may process technical information such as your IP address, browser and device information, pages visited, date and time of access, referring page, security logs and cookie choices. This information helps deliver, protect and maintain the website.

Why I use information

Purpose	What I do
Respond to an enquiry	Read and respond to your message, consider whether I can offer the service and arrange a free introductory Zoom conversation.
Sensitive enquiry information	Use health or other special category information you choose to include only as needed to assess or provide counselling under professional confidentiality.
Operate and protect the website	Deliver the pages and enquiry form, prevent misuse, maintain security and resolve technical problems.
Rights, complaints and legal matters	Respond to a data-rights request or complaint and establish, exercise or defend legal claims where necessary.

Who may receive website information

I keep enquiries private and share information only when there is a proper reason. Recipients may include:

- Wix, which hosts the website and provides the enquiry form and website-security services;
- Google, because enquiry notifications and replies may be handled through my Gmail account;
- an IT provider if limited access is necessary to maintain or secure the website;
- my insurer, solicitor, professional body or regulator if needed for a complaint, claim or professional duty; and
- a court, law-enforcement body or other authority where disclosure is required or otherwise lawful and proportionate.

I do not share website enquiry information with third parties for their own marketing.

International processing

Wix and Google are international service providers. They may process information in the United States and other countries outside the UK. They describe safeguards for relevant transfers, including adequacy arrangements such as the UK Extension to the EU–US Data Privacy Framework and approved contractual clauses where applicable. Their current information is available here: [Wix privacy information](#) and [Google data-transfer frameworks](#). You may contact me if you would like more information about the safeguards relevant to your data.

Cookies and similar technologies

Wix may use cookies and similar technologies that are necessary to display, operate and secure this website or remember privacy choices. These strictly necessary technologies do not require consent, but you should still be told about them.

If I enable optional analytics, marketing or other non-essential technologies, I will configure them so they are not used until you make a positive choice through the website's cookie controls. You will be able to refuse optional cookies or withdraw consent through those controls. You can also remove stored cookies using your browser settings, although disabling necessary cookies may affect how the site works. A current list of cookies that Wix may place on Wix sites is available here: [Wix: Cookies and Your Wix Site](#).

How long I keep website information

- If an enquiry does not lead to counselling, I normally delete it within three months of our last contact, unless it is needed for a complaint, safeguarding matter or legal claim.
- If counselling begins, relevant enquiry information may become part of the client record and is then handled under the separate Client Privacy Notice.
- Technical and security information is kept only for as long as needed to operate and protect the site, taking account of the retention periods applied by Wix.
- Cookie duration depends on the cookie and its purpose. Wix's current cookie information lists the purposes and usual durations of Wix cookies; if I enable optional cookies, their details will also be available through the website's cookie controls.
- Records of a data-rights request or complaint are kept only as long as necessary for accountability and any related legal or insurance matter, normally for no longer than six years after closure.

How information is protected

The website uses HTTPS encryption in transit. Access to the Wix and Google accounts used for the practice is restricted, and my Google account uses two-step verification. No internet service can remove every risk, so please avoid putting more sensitive detail in an initial enquiry than is needed for me to respond.

Your data protection rights

Depending on the purpose and lawful basis, you may have the right to ask for access to your personal information, correction, deletion, restriction, or portability; to object to processing based on legitimate interests; and to withdraw consent for any optional use based on consent. These rights are not absolute and an exemption may apply. I do not make decisions about website visitors using solely automated processing that has legal or similarly significant effects.

Questions and contact

Please contact me at therapy.kasia@gmail.com with any questions related to this Policy.