GDPR Statement

What Is the GDPR?

On May 25th 2018, the [General Data Protection Regulation](#)—known as the GDPR—came into effect. The aim is to protect the personal data of all EU citizens.

What type of information do we collect?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, communications).

How do we collect information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated only.

Why do we collect such personal information?

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

How do we store, use, share and disclose our site visitors' personal information?

Our company is hosted on the [Wix.com](#) platform. [Wix.com](#) provides us with the online platform that allows us to advertise our services to you. Your data may be stored through [Wix.com](#)'s data storage, databases and the general [Wix.com](#) applications. They store your data on secure servers behind a firewall.

Visitor Analytics

Visitor Analytics is a simple website analytics service which measures the traffic and visitors' general details of the customers' websites. Collecting these statistics, a website can make their visitors' experience better (e.g. which pages they visit and when, where they are approximately located, where does a user land first or if they are coming from a specific referral).

Basically, as a website owner using Visitor Analytics, we are using cookies to collect data about visitors' device type and screen size, approximate location, browser, OS, IPs, page visits, bounce rate, conversions and popular content on the website. All this data is pseudonymized and Visitor Analytics will never use the collected data to identify individual users or to match it with additional information on an individual user. Each visitor has control over the cookies placement.

How do we use cookies and other tracking tools?

Cookies are small pieces of data stored on a site visitor's browser, usually used to keep track of their movements and actions on a site.

Cookies are implemented in every site built by Wix. Take a look at the table below to view which cookies Wix implements on Wix sites:

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and BI
hs	Session	Security
incap_ses_${Proxy-ID}_${Site-ID}	Session	Security
incap_visid_${Proxy-ID}_${Site-ID}	Session	Security
nlbi_{ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identify logged in site members

How to control cookies

You can control and/or delete cookies as you wish by checking your browser settings on each device - for details, see aboutcookies.org.

For further information, please check Visitor Analytics' Terms Of Use, Cookie Information and Opt-Out / Do Not Track.

How can site visitors withdraw consent?

If you don't want us to process your data anymore, please contact us at cwcounselling27@gmail.com.

How do we communicate with our site visitors?

We may contact you in response to any query made using our contact page to acknowledge receipt of your enquiry, to gain further information, to arrange counselling sessions or to update you regarding any aspect of the services being offered to you, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions and your contact information

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at cwcounselling27@gmail.com.