**PRIVACY POLICY**

**How we use your Information**

This privacy policy tells you what to expect when The Grove Therapy collects personal information. It applies to information we collect about :

Visitors to our website and social media pages.

People who subscribe to newsletters or join our mailing list.

People who use our services e.g. those looking for a therapist.

Complainants and other individuals in relation to a data protection or freedom of information complaint or enquiry.

**VISITORS TO OUR WEBSITE**

When someone visits our website we use third party service, google analytics to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting our site. If we do want to collect personally identifiable information through our website we will be upfront about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

**WEBSITE**

We use third party services to publish our website and blog. We use their standard services to collect anonymous information about users’ activity on the site, e.g. the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it.

**PEOPLE WHO CONTACT US THROUGH SOCIAL MEDIA**

We use a third-party provider to manage our social media interactions together with direct contact with Facebook and Instagram. If you send us a private or direct message via social media the message will be stored for 3 months. It will not be shared with other organisations.

**PEOPLE WHO EMAIL US**

We monitor any emails sent to us, including file attachments for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

**PEOPLE WHO USE OUR SERVICES**

**CLIENTS AND POTENTIAL CLIENTS**

We do not hold details of individuals having therapy at The Grove Therapy. Therapists who work with The Grove Therapy are self-employed and run their own practices – any agreement is between the client and the therapist. We keep contact details of those who have made contact via the central number or website form until forwarded or dealt with by an appropriate person. We only use these details to provide the service the person has requested and for other closely related purposes.

**PEOPLE WHO MAKE A COMPLAINT TO US**

When we receive a complaint from a person, we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint. We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We may have to disclose the complainant’s identity to whoever the complaint is about. If a complainant does not want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle to complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our current retention policy. This means that information relating to a complaint will be kept for 2 years from closure. It will be kept in a secure environment and access to it will be restricted in accordance with the ‘need to know’ principle. Similarly, where enquiries are submitted to us, we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

**DATA COMPLAINT OR QUERIES**

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaint we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading, or inappropriate. We would also welcome any suggestions for improving our procedures. This privacy notice does not provide exhaustive detail of all aspects of The Grove Therapy’s collection and use of personal information. However we are happy to provide any additional information or explanation needed. Any requests for this should be sent to our address.

**ACCESS TO PERSONAL INFORMATION**

The Grove Therapy endeavours to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a request in writing to us. If we do hold information we will

* Give you a description of it
* Tell you why we’re holding it
* Tell you who it could be disclosed to
* Let you have a copy of the information in an intelligible form

**DISCLOSURE OF PERSONAL INFORMATION**

In many circumstances we will not disclose personal data without consent. However when we investigate a complaint for example we may need to share personal information with other relevant bodies.

**LINKS TO OTHER WEBSITES**

This privacy policy does not cover the links within this site to other websites. We encourage you to read the privacy statements on other websites you visit.

**CHANGES TO THIS PRIVACY POLICY**

We keep our privacy policy under constant review. This privacy notice was last updates on 27th August 2025

**HOW TO CONTACT US**

Email us at [www.thegrovetherapy.co.uk](http://www.thegrovetherapy.co.uk)

Or write to The Manager. The Grove Therapy. 62 The Grove. Ilkley. LS29 9PA