

Privacy Policy

Updated on 02/09/2019

Privacy of personal information is an important principle to us. We are committed to collecting, using, and disclosing personal information responsibly and only to the extent necessary for the services we provide. We also try to be open and transparent as to how we handle personal information. This document describes our privacy policies regarding visiting and using our website. By using Real Life Counselling's website, you consent to practices and policies described in this document.

What Information Is Collected on Our Website and for What Purposes?

When you browse our website, we automatically collect some limited information that are not personal and can't directly identify you in any way unless you directly provide us with such information. Information that is automatically tracked includes general geographical location (city), browser type, access times, referring websites, and sometimes gender and age group of the user. This information is used for general Google Analytics statistic of the usage of our website in order to provide the best user experience.

Personal information, such as your name, e-mail address, telephone number, IP address, or any other information that could identify an individual visitor is available to us *only* if you supply us with them, such as by sending us an e-mail, subscribing to our newsletter, booking a consultation through our website, or leaving comments on our blog. We collect, use, and disclose your personal information on our website for the purposes you gave them to us. We may occasionally contact you via e-mail in the future with content that may be of interest to you; you can unsubscribe from such e-mails at any time.

Security of Personal Information Collected on Our Website

Your personal information collected on our website will not be shared with any third party, other than as necessary to fulfill your request. In that sense, we may share your data with our trusted partners (such as Mailchimp ([privacy policy](#)) or HubSpot ([privacy policy](#))) in order to fulfill your request in the most efficient way. Exceptions to this policy include legal and/or ethical obligations to:

- Inform the police, a health care professional, appropriate family member, or a potential victim of your intention to seriously harm yourself or others
- Inform Child and Family Services if there is suspicion of a child being at risk or in need of protection due to neglect, or physical, sexual or emotional abuse
- Release personal information if there is a court order to do so

We understand the importance of protecting personal information. For that reason, we have taken the additional security steps as follows:

- We secure personally identifiable information on servers in safeguarded, secure environment that is protected from unauthorized access, disclosure, copying, use, theft or modification of personal information
- Electronic hardware is either under supervision or secured in a locked or restricted area at all times. Additional security is provided with passwords
- Mental health practitioners and staff are trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with our privacy policy
- External parties with access to personal information must enter into privacy agreements with us

We retain your personal information only as long as necessary to fulfill the purpose for which it is collected.

Access to and Collection of Personal Information

It is the policy of Real Life Counselling that clients have a legal and moral right to know what information is contained about them. Upon request, you may be informed of the existence, use, and disclosure of your personal information, and be given access to it. However, prior to providing you with such data, we will need to confirm your identity and legal right to have access to the information. Additionally, we reserve the right to limit or prohibit the access to personal information in case we estimate that such access would likely result in a risk of serious harm to individual whose personal information are requested or to another person. In case your request to access your personal information is refused, you have the right to make a complaint to the Information and Privacy Commissioner of the College of Registered Psychotherapists of Ontario.

If you believe there is a mistake in your personal information we collect and use, you have the right to ask for it to be corrected. We may ask you to put your request in writing and also to provide documentation that proves our files are wrong. We will respond, with grant or refusal of your request, as well as with explanation of our decision, within 30 days. In case your request is denied, you have the right to make a complaint to the Information and Privacy Commissioner of the College of Registered Psychotherapists of Ontario.

Contact Information

Real Life Counselling is committed to providing you with caring, ethical, and professional services. If you have any questions regarding our website Privacy Policy or your personal information that may be collected on our website, as well as requests for access or change of existing personal information you find inaccurate, be free to contact our privacy officer, Ashley Kreze:



Real Life Counselling

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Vancouver, BC V6Z 2E8

Phone: 604-800-9087

E-Mail: info@reallifecounselling.com

Real Life Counselling is regulated by the College of Registered Psychotherapists of Ontario and the BC Association for Registered Clinical Counsellors. For information and complaints, you may contact Privacy Commissioner of the College of Registered Psychotherapists of Ontario at:

College of Registered Psychotherapists of Ontario

375 University Avenue, Suite 803

Toronto, ON M5G 2J5

Phone: 416-479-4330, ext. 109

Toll-free: 1-844-712-1364 (General toll-free line)

E-Mail: complaints@crpo.ca

We reserve the right to improve, amend, or remove the content provided on the website, as well as to change our Privacy Policy at any time in accordance with legal and professional obligations without notice.