

# Confidentiality and Privacy Policy – My Anchor Point Website:

<https://myanchorpoint.ie>

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## 1. Introduction

At **My Anchor Point**, we respect your privacy and are committed to protecting your personal and sensitive information. This policy explains how we collect, use, store, and protect information shared with us through our website and services, and how confidentiality is maintained in all interactions.

This policy applies to all users, clients, and visitors of our website, including those accessing online assessments, surveys, mental health resources, or contacting us for support.

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## 2. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number, location, or other identifying information provided voluntarily.
- **Sensitive Information:** Mental health-related details, responses to questionnaires or surveys, and any information shared during consultations or therapy sessions.
- **Non-Personal Information:** Browser type, device information, IP address, and anonymized usage statistics to improve our website and services.

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## 3. How We Use Your Information

We use collected information for purposes including:

- Providing mental health resources, services, and support
- Responding to inquiries, feedback, and requests
- Administering online assessments, surveys, and related programs
- Improving the functionality, content, and usability of our website
- Monitoring compliance with legal and regulatory obligations

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## 4. Confidentiality

- All personal and sensitive information shared with **My Anchor Point** is treated with the **strictest confidentiality**.
- **Information will not be shared with third parties** without your explicit consent, except in the following cases:
  - When disclosure is required by law
  - To prevent serious harm to you or others
  - When sharing with relevant authorities is necessary to protect your safety or the safety of others
- Our staff, volunteers, and partners are bound by confidentiality agreements and professional ethical standards.

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## 5. Data Storage and Security

- All data is stored securely using encrypted systems and access-controlled platforms.
- Only authorized personnel have access to sensitive or personal data.
- We maintain up-to-date security measures to prevent unauthorized access, disclosure, or loss of data.

- We retain personal and sensitive information only for as long as necessary to fulfill the purposes for which it was collected or as required by law.

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## 6. Cookies and Tracking

- Our website may use cookies or similar technologies to enhance user experience and track anonymized usage patterns.
- Cookies are used for website functionality, analytics, and improving services.
- Users may manage cookie preferences via their browser settings.

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## 7. User Rights

As a user, you have the right to:

- Access, review, and request correction of your personal information
- Request deletion or restriction of your personal information
- Withdraw consent at any time for processing sensitive information
- Raise concerns or complaints regarding your privacy

Requests can be submitted via [Insert Contact Email].

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## 8. Third-Party Links

- Our website may contain links to third-party sites.
- We are **not responsible for the privacy practices** of third-party websites.

- Users are encouraged to review the privacy policies of linked sites before providing personal information.

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## **9. Communication and Support**

- Any communication via email, forms, or chat is treated confidentially.
- Messages may be stored securely to ensure quality and consistency of support, but they are not shared without your consent except as outlined above.

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## **10. Changes to This Policy**

- **My Anchor Point** reserves the right to update this policy at any time.
- Significant changes will be communicated via our website, and the updated policy will indicate the effective date.

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## **11. Contact Us**

For questions, concerns, or requests regarding privacy or confidentiality, please contact:

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**By using our website and services, you acknowledge that you have read and understood this Confidentiality and Privacy Policy.**