

Privacy Policy

Effective Date: 09.07.2025

At Eat At Ease Counselling, your privacy is important to us. This policy outlines how we collect, use, and protect your personal information when you use our website or services.

1. Who We Are

Eat At Ease Counselling is a private counselling and coaching practice based in Ireland, offering in-person and online services focused on eating psychology, body image, and mental wellbeing.

Legal Basis for Processing

We process your personal data based on your consent, our legitimate interest in providing a professional service, and our legal obligations as a healthcare provider.

2. What Personal Data We Collect

We may collect the following information when you visit or use our website:

- Name and contact details (when you submit a form)
- Email address (for contact or newsletter sign-up)
- Any personal information you voluntarily share via message forms or emails
- Technical data like browser type, IP address, and pages visited (via cookies)

Data Retention

We retain client and enquiry information only for as long as necessary for the purposes outlined in this policy, or as required by Irish professional or legal standards.

Special Categories of Data

If you share sensitive health or mental health information via our contact forms, it is treated with strict confidentiality and stored securely in line with GDPR and ethical guidelines for psychological services.

3. How We Use Your Information

We use your personal data to:

- Respond to enquiries or messages you send us
- Schedule appointments or consultations
- Improve your user experience on the site
- Send newsletters or updates (only if you've opted in)

4. Cookies

We use cookies to understand how our website is being used and to improve performance. You can choose to accept or reject cookies when you visit the site. Cookie banner is provided by Usercentrics for Wix.

5. How We Store & Protect Your Data

All data is stored securely and is accessed only by authorized personnel. We do not sell, rent, or share your personal information with third parties unless required by law or with your explicit consent.

6. Your Rights Under GDPR

As an EU resident, you have the right to:

- Access, update, or delete your personal data
- Withdraw consent at any time
- File a complaint with a data protection authority

To exercise these rights, contact us at: [hello@eatatease.ie]

7. Third-Party Services

We may use third-party services (like Wix, Calendly, or Google Analytics) to operate the site or manage appointments. These services may collect data in line with their own privacy policies.

8. Updates to This Policy

We may update this privacy policy occasionally. Any changes will be posted on this page with a revised date.

9. Contact Us

If you have questions or concerns about this policy, contact us at:

Email: hello@eatatease.ie

Location: Ireland (Online & In-Person Appointments Available)

You have the right to lodge a complaint with the Data Protection Commission (DPC) in Ireland: <https://www.dataprotection.ie>