

e-Counseling Booking System Data Usage Policy

1. What User Data We Collect

When you visit our website and use the e-Counseling booking system, we may collect the following personal information, depending on the category you fall under:

Full Name

Address

Phone Number

Email Address

Church Membership status

Church Worker Status

2. Why We Collect Your Data

We collect your data for several reasons, including but not limited to:

Identification: To identify you when you book counseling appointments.

Communication: To notify you about counseling sessions, updates, or changes to your appointments.

Customization: To tailor our counseling services to your specific needs and expectations.

Processing Requests: To process your counseling instructions or service requests efficiently.

3. The Lawful Bases Upon Which We Process Your Personal Data

We are required to process your personal data under one of the six lawful bases under data protection laws. The relevant bases for this system are:

Legitimate Interest: We may process your data if it is necessary for the legitimate interests of our counseling service or a third party, provided that your rights and interests do not outweigh those interests.

Consent: With your explicit consent, we may process your personal data for specific purposes, such as scheduling sessions or sending notifications.

Legal Obligation: In cases where we are required by law to process your personal data (e.g., legal compliance or statutory requirements).

4. Safeguarding and Securing the Data

We are committed to securing your personal data and ensuring confidentiality. We have implemented up-to-date technologies and measures to protect your information from theft, unauthorized access, and disclosure. Some of the measures include:

Access Control: Restricting access to personal data to authorized personnel only.

5. Data Subject Rights

As a user, you have rights regarding your personal data, which include:

Access: You can request a copy of the personal data we hold about you.

Rectification: If you believe the information we hold is inaccurate, you can request corrections.

Restriction: You can request the limitation of how we process your data in certain circumstances.

Portability: Where feasible, you can request that we transfer your data to another data controller.

Erasure (Right to be Forgotten): You can request the deletion of your personal data under certain conditions.

Withdraw Consent: You can withdraw consent at any time for data processing that requires your consent.

To exercise any of these rights, please contact us via [[ecounselling Support](#)].

6. Marketing

We will not lease, sell, or distribute your personal information to third parties for marketing purposes. If you subscribe to our newsletter, you may unsubscribe at any time, and your data will be removed from our mailing list.

Terms of Service

Welcome to The Redeemed Christian Church of God (RCCG), City of David's e-Counselling Service (the "Service"). These Terms of Service (the "Terms") govern your use of the Service operated by the Counselling Department of City of David parish ("we," "us," or "our"). By accessing or using our Service through the booking portal, you agree to be bound by these Terms. If you do not agree to the Terms below, we advise you do not proceed to scheduling a counselling session.

Eligibility

To use this Service, you must be at least 18 years old and a member of The City of David or have at least attended the church once physically or online. By using this Service, you indicate that you meet this requirement and have the legal capacity to agree to these Terms.

Services Provided

The Service involves counsellors listening to the issues you might be having and helping you to find ways to overcome the issues as guided by biblical principles. The service is free and the counselling sessions are done through online platform (Microsoft Teams application).

Booking a Session

To use our Service, you need to access the booking link which is available on the church's website or shared with you on an internet-enabled phone e.g., through WhatsApp. Even though it is advisable to have your profile created as a member of the church on the church's website, you do not need to have created a profile on the church's website before you can book a counseling session. You are expected to provide accurate, complete, and current information about you and what you want to be counselled on during the booking process.

Use of the Service

You agree to use the Service only for purpose of getting help to solve any issues you or someone connected to you might be having and in compliance with all applicable laws. You agree not to:

- Harass, abuse, or disrespect a Counsellor
- Impersonate any one
- Lie about your case or against someone else
- Attempt to gain unauthorized access to the Service or its systems

Counselor-Counselee Relationship

The relationship between you and the counselor is strictly professional and confidential. The Service does not create a therapist-client relationship with the RCCG, City of David Counselling Department. All interactions with your counselor are solely your responsibility, and we disclaim any liability arising from such relationships.

Privacy Policy

Our Privacy Policy outlines how we collect, use, and protect your personal information. By using the Service, you consent to our collection and use of your data in accordance with this policy.

Fees and Payments

You are not required to make any payments as it is a free service.

Disclaimer of Warranties

The Service is provided "as is" with the help of God but without warranties of any kind, either expressed or implied. We do not warrant that the recommendations or advice from a counsellor would surely solve all issues reported. We acknowledge that there is a place of correct application of advise or knowledge acquired from the counselling session(s) and the response of any third party involved in the case or the percularity of the case.

Termination

We reserve the right to suspend or terminate your access to the Service at any time, for any reason. However, will notify you prior to this. Upon termination, all provisions of these Terms that should survive will remain in effect, including, without limitation, warranty disclaimers.

Changes to the Terms

We reserve the right to update or modify these Terms at any time. Any changes will be effective immediately upon posting. By continuing to use the Service after changes are posted, you agree to the revised Terms.

Contact Information

If you have any questions about these Terms, please contact us at ecounselling@cityofdavidng.org