



Independent Counselling: David Simon Privacy Policy

This privacy policy describes how Independent Counselling: David Simon (“I”) collect, use, share, retain and safeguard the personal data of clients, and of individuals enquiring about my counselling services (“you”). Your privacy and client confidentiality are fundamental to every aspect of my practice. This privacy policy is compliant with current General Data Protection Regulations (GDPR) and will be regularly reviewed to ensure compliance is maintained.

When you make initial contact with me, either directly by telephone, email or via the contact box on my website, or indirectly via a third party, I will collect your name and contact details in order to answer your preliminary enquiries and to arrange a consultation or first counselling session. I treat these details as confidential and store them securely. If this initial contact does not lead to you becoming a client, I destroy these details immediately.

If you do become a client, then these details are recorded in writing as part of your contract, and both parties have a signed copy. I store my copy of your contract securely, in line with ICO guidance. Your details are used only to contact you for the purposes of arranging counselling sessions and for other communication needed as part of the counselling process.

Your details, and the content of the counselling sessions, are confidential. These will not be shared with any third parties, except in the following circumstances: in a situation in which I believe there is a serious risk of harm to you or to others; where there is a legal requirement to disclose information; or in the context of clinical supervision. In clinical supervision, I will not use any details that make you identifiable. I may make brief, anonymised notes of the counselling sessions, as described in your contract. These notes are encrypted and securely stored in line with ICO guidance.

For legal and insurance purposes, I am required to keep the contract and anonymised counselling notes in secure archive for at least seven years after the end your counselling.

I check that any third parties I use to provide initial contacts (for example [Bark.com](#)), to host the website (for example 1&1), and to provide communication solutions (for example [SMS Broadcast UK](#)) are GDPR compliant.

You have legal rights governing the use of your personal data. You can exercise these rights at any time, although there may be circumstances in which I cannot comply with your request, for example if your request conflicts with my obligation to keep or share your data for regulatory and other statutory purposes. Your rights are known as Individual Rights under the Data Protection Act 2018. For more details please see <http://ico.org.uk/for-organisations/guide-to-data-protection/principle-6-rights/>

If you have any questions about this privacy policy, or are dissatisfied with any aspect of the way in which I process your personal data, please do talk to me. You also have the right to complain to the Information Commissioner’s Office, with which I am voluntarily registered. The ICO can be contacted at <https://ico.org.uk/concerns/> or by phoning their helpline on 0303 123 1113.