



## INDEPENDENT COUNSELLING: DAVID SIMON

### Privacy Policy

[Last updated: 21/12/2024]

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 and/or coaching 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 (UK GDPR) and will be regularly reviewed to ensure compliance is maintained.

When you make initial contact with me by telephone, email or via the contact box on my website, I will collect your name and contact details to answer your preliminary enquiries and to arrange a consultation or first counselling and/or coaching 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 our contract, and both parties have a signed copy. I store my copy of our contract securely, in line with guidance from the Information Commissioner’s Office (“ICO”). Your details are used only to contact you regarding counselling and/or coaching sessions or where there is a legal requirement to disclose information.

Your personal data and the content of the sessions are confidential. However, the principle of confidentiality does not cover a situation in which I believe there is a serious risk of harm to you or to others, or where there is a legal obligation to disclose information. I may make brief, anonymised notes of the counselling and/or coaching sessions, as described in our contract. These notes are encrypted and securely stored in line with ICO guidance. In clinical supervision, I will not use any details that make you identifiable. For legal and insurance purposes, I am required to keep your contract and anonymised notes in secure archive for seven years after the end of counselling and/or coaching.

I check that any third parties I use to provide initial contacts ([National Counselling and Psychotherapy Society](#), [Counselling Directory](#), [Psychology Today](#), [Bark](#)); to host the website ([IONOS](#)); and to provide communication solutions ([SMS Broadcast](#), [Sinch ClickSend](#)) are UK 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 need 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 <https://ico.org.uk/your-data-matters/> I am the “Data Controller” and can be contacted via the website at <http://independent-counselling.com/contact>, or by phoning me on 0191 230 8118.

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 contact me. You may also contact the ICO, 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.

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