

Simone Davis Wilmot Integrative Counselling, Wellbeing & Psychotherapy customer privacy notice

This privacy notice tells you what to expect us to do with your personal information. I act as the data controller for this business. Any questions regarding this privacy notice, please contact me at the email address below. Any information collected will only be done so with your consent. I will not use your data for purposes other than those for which it was collected, as stated below, without your prior consent. You are welcome to request amendments to the data held on you and I will keep it for as long as is required to accomplish its purpose in accordance with my insurance provider's advice.

Contact details

Email-**simoneicwp@gmail.com**

What information I collect, use, and why

I collect or use the following personal information to comply with legal requirements:

- Name
- Contact information
- Any other personal information required to comply with legal obligations
- GP information. Emergency contact details. Medical information. Mental wellbeing. Session notes.

I also collect or use the following information to comply with legal requirements:

- Health information

I collect or use the following personal information to protect client welfare:

- Names and contact information
- Health and wellbeing information

- Emergency contact details

I collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address
- Correspondence

I also collect or use the following information for dealing with queries, complaints or claims:

- Health information

I collect or use the following personal information to Contact:

- Names and contact details
- Gender
- Pronoun preferences
- Date of birth
- Third party information (such as family members or other relevant parties)
- Health and wellbeing information (such as medical records or health conditions)

I also collect or use the following information to Contact:

- Health information

Lawful bases and data protection rights

Under UK data protection law, I must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.
Which lawful basis I rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:
Your right of access - You have the right to ask me for copies of your personal information. You can request other information such as details about where I get personal information from and who I share personal information with. There are some exemptions which means you may not receive all the information you ask for. You can read more about this right here.
Your right to rectification - You have the right to ask me to correct or delete personal information you think is inaccurate or incomplete. You can read more about this right here.
Your right to erasure - You have the right to ask me to delete your personal information. You can read more about this right here.
Your right to restriction of processing - You have the right to ask me to limit how I can use your personal information. You can read more about this right here.
Your right to object to processing - You have the right to object to the processing of your personal data. You can read more about this right here.
Your right to data portability - You have the right to ask that I transfer the personal information you gave me to another organisation, or to you. You can read more about this right here.
Your right to withdraw consent – When I use consent as our lawful basis you have the right to withdraw your consent at any time. You can read more about this right here.

If you make a request, I must respond to you without undue delay and in any event within one month.
To make a data protection rights request, please contact me using the contact details at the top of this privacy notice.

My lawful bases for the collection and use of your data

My lawful bases for collecting or using personal information to comply with legal requirements:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legal obligation – I have to collect or use your information so I can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- Legitimate interests – I'm collecting or using your information because it benefits you, my organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. My legitimate interests are:

    - To assess the needs of the client in order to benefit their wellbeing.

- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

My lawful bases for collecting or using personal information to protect client welfare are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legal obligation – I have to collect or use your information so I can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- Legitimate interests – I'm collecting or using your information because it benefits you, my organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. My legitimate interests are:
    - To assess the needs of the client in order to benefit their wellbeing.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

My lawful bases for collecting or using personal information **for dealing with queries, complaints or claims** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – I have to collect or use your information so I can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – I'm collecting or using your information because it benefits you, my organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. My legitimate interests are:
    - To assess the needs of the client in order to benefit their wellbeing.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

My lawful bases for collecting or using personal information to Contact are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legal obligation – I have to collect or use your information so I can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- Legitimate interests – I'm collecting or using your information because it benefits you, my organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. My legitimate interests are:

    - To assess the needs of the client in order to benefit their wellbeing.

- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Where I get personal information from

- Directly from you

How long I keep information

In accordance with Insurer's policies, your information will be securely stored for 5 years. After which time, any information will be deleted accordingly.

Who I share information with

Others I share personal information with

- Emergency services/GP

How we store your information

I have in place appropriate technical and organisational measures to ensure the security, confidentiality, integrity and availability of personal data in our possession. Your information is securely stored either on my computer, which is password protected or in a locked cabinet both of which are not publicly accessible. Whilst every reasonable effort is taken to protect your information, no method of digital storage is 100% secure and its security cannot be guaranteed.

Links from my website

My website site may contain links to and from other websites which are operated by individuals and companies over which we have no direct control. If you follow a link to any of these websites, please note that these websites have their own privacy and terms of use policies. I do not accept any responsibility or liability for these policies. I advise you to check the policies for third party sites before you submit any personal data to the website.

Cookies and website analytics
My website uses cookies so that when you visit again, the pages will load faster. If you want to block cookies you can do that on your own browser.

How to complain

DATA PROTECTION COMPLAINTS

If you have a concern about how I handle your personal information, I want to hear from you. You can contact me by Email-simoneicwp@gmail.com Please describe your concern as clearly as you can and include any relevant dates or details. I will acknowledge your complaint within 30 days of receiving it. I will then look into your concern and respond to you without undue delay. If you remain dissatisfied and you are not satisfied with my response, you have the right to make a complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk or by calling 0303 123 1113.

If you remain unhappy with how I've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: https://www.ico.org.uk/make-a-complaint

Last updated

29.10.26