Kaylea Mitchell-Simon Counselling

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07759580045
https://www.kayleamitchellsimon.co.uk/

Kaylea Mitchell-Simon Privacy Policy

Name: Kaylea Mitchell-Simon

E-mail: kmitchellsimontherapy@gmail.com

This privacy policy is between you and 'Kaylea Mitchell-Simon'.

'Data controller' is the term used to describe the person/ organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me - 'Kaylea Mitchell-Simon'. I am registered with the Information Commissioner's Office [ZB166878].

Introduction

Your privacy is very important to me, and you can be confident that your personal information will be kept as safe and secure as possible and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy statement tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I can process your information and what purpose I am processing it for.
- Whether you must provide it to me
- How long I store it for
- Whether there are other recipients of your personal information
- Your data protection rights.

I am happy to chat through any questions you might have about my data protection statement, and you can contact me via email – kmitchellsimontherapy@gmail.com

My lawful basis for holding and using your personal information.

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

- If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract. The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between me and you).
- If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.
- After counselling has ended/ our last contact, I will hold your information for seven years, as many people often return for counselling. This length of time is in line with GDPR/ Insurance/ BACP standards. The lawful basis for me holding this information is for provision of health treatment (in this case counselling).

How I use your information

Initial contact.
When you contact me with an enquiry about my counselling services, I will collect information to help me satisfy your enquiry. This may include email address/ contact telephone number to reach you for an initial consultation. Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf. If you decide not to proceed, I will ensure all your personal data is deleted.

While you are accessing counselling.
Specifically, data may be used by me for the following reasons:

- To respond to your enquiries
- To correspond with clients or potential clients regarding their use of my Service
- To provide access to my service
- To improve my service
- To invoice your employer/EAP/3rd party where relevant
- To contact your GP, emergency contact or other professional when appropriate

Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if:

- I believe there may be a risk of serious harm to yourself or others.
- It is related to my duty of care to safeguard children and vulnerable adults.
- You divulge information relating to serious crimes.
- I am required to give evidence by a court of law.

I will always try to speak to you about potential breaks in confidentiality first, wherever possible.

I will keep a record of your personal details and brief unidentifiable notes from sessions to help the counselling services run smoothly. These details are kept securely in a digital format and are not shared with any third party (unless the counselling on offer is through a third party).

After counselling has ended.
Once counselling has ended your records will be kept for five years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please contact me via the contact details at the top of this document and we can discuss this further.

Third party recipients of personal data

I may share your data with the following groups of people for the following reasons:

- GP and/or other medical professionals - when you have given me explicit, written consent to do so, OR if I believe there is a serious, immediate risk of harm to you or by you.
- Your emergency contact - who I would only contact in the event of emergency and/or with your consent

- other professionals, including if they are requested by a court or legal process
- My clinical executor will have access to your personal data and session notes in the event I am unable to contact you, including my death, accident or critical illness. They are bound by the same ethical, confidential requirements.

Data security

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure. Information is stored on a password protected cloud account with an additional two verification system for access. Any physical forms completed are stored digitally before being destroyed. Both my laptop and mobile device require a password and a two-step verification process to access my files.

Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your data, please let me know immediately by contacting me via this e-mail on the address above.

Visitors to my website

When someone visits my website, I use the third-party service 'WIX', to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow WIX to make, any attempt to find out the identities of those visiting my website. I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website. I use WIX so that I can continually improve my service to you, you can read WIX' privacy policy here - https://www.wix.com/about/privacy.

I use WIX as the content management system for my website. Like most websites I use cookies to help the site work more efficiently - find out about my use of cookies here - https://support.wix.com/en/article/cookies-and-your-wix-site. No user-specific data is collected by me or any third party.

If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me. After making contact from an enquiry, I then delete the message in my website inbox.

Data Retention.

Unless a longer retention period is required or permitted by law, my insurance requires me to hold your data for the period necessary to fulfil the purposes outlined in this privacy policy which is currently at least five years from the date of treatment and, in the case of a minor, for a period at least five years after the minor reaches majority. If my practice has to be closed as a result of my death, serious accident or critical illness all data will be deleted unless otherwise agreed with an individual

Even if I delete your data, it may persist on backup or archival media for legal, tax or regulatory purposes

Your rights

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at ico.org.uk/your-data-matters.

You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you. To make a request for any personal information I may hold about you, please put the request in writing addressing it to kmitchellsimontherapy@gmail.com.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to me directly via kmitchellsimontherapy@gmail.com or 07759580045.

You can also complain to the ICO if you are unhappy with how I have used your data. Contact information can be found via - https://www.ico.org.uk.

This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

Changes to this privacy policy

I reserve the right to change this privacy policy as I may deem necessary from time to time or as may be required by law. Please direct any questions you have to me by email - kmitchellsimontherapy@gmail.com.

Last Updated: 02-11-2026

Kaylea Mitchell-Simon (MBACP)



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MBACP