

## **THERAPY INFORMATION AND AGREEMENT**

### **Sessions, Payment, Cancellations and Holidays**

- Generally, I charge £60 per 50 minute session for individuals and £90 per 60 minute session for couples. I review my fee once a year and provide at least a month's notice of any future increases.
- Therapy sessions generally take place at the same time every week, although exceptions may be discussed.
- When more than 48 hours cancellation notice is given, I charge half price. When less than 48 hours notice is given, I require payment in full. In both cases, I may be able to find an alternative session time as a replacement, however this will depend on my own availability and the availability of the room.
- I charge £75 per 60 minute session for clients who have booked on to my couples programme. The couple commits to having one session per week for 8 consecutive weeks. In this case, I charge full price for any cancellation made regardless of the notice period. There is however an option to reschedule to another time that same week if the availability works.
- My holidays or cancellations will not be charged for and apart from circumstances out of my control, I will provide at least 2 weeks notice prior to my leave.

### **Length of Therapy**

- Generally the therapy is open ended. This means that we do not work to a set number of sessions.
- In the event that a couple doing my couples programme want to end the work early, they are free to leave the therapy without completing and paying for the sessions they have not attended.
- In the event that I believe I am not the appropriate therapist for you, I will explain why, and if requested, can try to provide details of alternative therapists.
- In the event that I need to end my work with you, I shall endeavour to give enough notice to allow opportunity for the ending to be properly addressed.

### **Confidentiality**

I am committed to protecting the confidentiality of my clients. Only in certain circumstances may I disclose confidential information to a third party, these are limited to the following:

- With respect to a transfer or referral (agreed to by yourself), pertinent information may be shared with the new practitioner, with your permission.
- For supervisory purposes (with your identity protected where possible).
- Where I am sufficiently concerned that you are at risk to yourself or a third party. If such a case was to arise, I would endeavour to communicate this to you prior to taking action.
- Where I am required by law (e.g. plans or knowledge of terrorist or criminal activity).
- I cannot guarantee the confidentiality of e-mail correspondence (due to e-mails being retained by the internet provider). It is advised that if you are concerned about confidentiality, verbal communication during session time is used as an alternative.

### **Protection of Personal Data**

**Which data do I collect and store?**

- Full name
- Address
- Phone number
- E-mail address
- Name/address of GP
- Date of birth
- A record of the dates/cost of each session attended/cancelled or rescheduled

### **Why do I need this data?**

- To enable communication with you regarding the arrangement of sessions or an issue with payment.
- In such a case whereby I am sufficiently concerned about your personal safety, I may contact your GP. I shall endeavour to discuss this with you first.
- I may have a legal requirement to provide this information.
  - For tax calculations.

### **Who do I share this data with?**

- The personal information (e.g. your name, address etc..) provided at the start of the therapy is kept in electronic form (protected by password). In the event that anything should happen to me, my personal executor(s) are able to access this data so he/she can make contact with you.
- Notes made on client sessions are solely for my own purposes and are not shared with any other persons. These are stored electronically and are protected by password. They are held separately to your personal data (e.g. full name, address etc.), as a precaution, so as to protect anonymity.
- Data used for tax purposes is shared with my accountant and HMRC, however it does not include any personal information and does not allow the possibility for any persons to be identified.

### **What are your rights?**

You have a right of access to the information being held about you. You would need to provide a written consent and I am obligated to respond to your request within one month.

For more information about these rights see <https://ico.org.uk/your-data-matters/>

### **Ethics and Complaints Procedure**

- As a former student at the Bath Centre for Psychotherapy and Counselling (BCPC), I must adhere to BCPC's code of ethics and practice. A copy of the code is available upon request, along with information about the BCPC complaints procedure. You may also contact them directly (<https://www.bcpc.org.uk>).
- As a therapist registered under United Kingdom Council for Psychotherapy (UKCP), I must also adhere to the UKCP Code of Ethics. A copy of the code is available upon request or directly via their website (<https://www.psychotherapy.org.uk/ukcp-members/standards-guidance-and-policies/>). This includes procedures for any complaint you may have about the therapy you have received. As member of UKCP, I am strictly regulated in terms of on-going supervision/peer supervision and CPD, and am required to carry professional indemnity insurance.