**Counselling/Psychotherapy contract**

I am a professionally qualified counsellor/psychotherapist and a registered member of the British Association for Counselling and Psychotherapy (BACP). I abide by the BACP code of ethics and am committed to ethical practice.

**Fees:** Each session will last for 55 minutes, usually weekly with the fee of £45 payable at the end of each session by cash, contactless payment or Paypal. Fees are reviewed annually and if a fee increase is due I will give you 1 months’ notice of any increase. Parents/guardians of children under the age of 18 will be responsible for the payment of fees.

**Cancellations:** If you need to cancel an appointment please give a minimum of 24 hours’ notice, by email or text otherwise the full fee will be payable.

**Contact/Late arrival:** Please try to be punctual, as sessions that begin late cannot be extended beyond the agreed finish time. Contact between sessions is restricted to brief messages. Please be aware email and text messages are not guaranteed secure. I am unable to accept friend requests on social media.

**Supervision:** Supervision is conducted in accordance with the BACP guidelines for supervised client work. Only your first name is disclosed.

**Confidentiality:** The content of all sessions is confidential, including all records and notes except in the following circumstances:

* Where your consent is given for confidence to be broken.
* Where I am compelled to break confidentiality by a court of law.
* Where information disclosed during the session is of such concern that confidentiality cannot reasonably be expected to be maintained in the case of serious crime, or if I have reason to believe that there is a risk of serious harm to yourself or others, in which case I reserve the right to contact the appropriate authorities. I would keep you informed prior to disclosure unless I consider that the urgency of the situation requires immediate action to safeguard the physical safety of yourself or others.

**I have read and agree with the above terms and conditions including the limits to confidentiality**.

Signed ……………………………………………………………………Client Date………………………………..

Signed ……………………………………………………………...Counsellor Date………………………………..

**Complaints**

In such circumstances that you are unhappy with the therapy or service provided, you are whenever possible, encouraged in the first instance to talk your concerns through with me, your counsellor. Finally, should you still be unsatisfied you can contact the BACP as I am subject to their professional misconduct procedure.

**Personal Data**

The new General Data Protection Rules (GDPR) mean that when you sign this contract you consent to Shaw Life Counselling and Training retaining your personal data. I am legally required to retain your data for 1 year (according to British Contract Law), after counselling has ended unless you request for it to be permanently deleted.

Data Protection Statement

The following statement is designed for transparency and to protect you, this does not affect your legal statutory rights. Your personal information is required t o fulfil a contractual agreement, i’e to provide you with a therapeutic service. I will not use your information outside out=r contracted agreement. No personal information is kept at the centre.

**Electronic data**

My computer is password protected.

All emails will be deleted from my computer once therapy is completed.

Client phone numbers will be deleted from my mobile once therapy is completed. Text messages and voicemails are delated on a regular basis. My provider is EE, please see their website for their data protection details.

**Handwritten data**

When enquiries and referrals do not result in a session, the referral is closed, and any information gathered is shredded within 6 weeks.

Contact details are coded and stored in a locked metal filling cabinet. All information is shredded after 1 year.

Paper diaries will be shredded in January the following year.

In the case of my incapacity or death, I have designated a trusted 3rd party to access said data in order to notify current clients and delete/shred the information I have stored.

I am registered with the information Commissioner (ICO) – number- A8673901

Data controller: Kathryn Roll (nee Shaw)- BACP Counsellor