**Rise Hypnotherapeutic Counselling and Coaching**

**Client Contract and Privacy Policy**

**Please read the following carefully and ensure you understand and agree to everything within before signing it.**

**Terms and Conditions for Counselling, Coaching and Hypnotherapy with Rise Hypnotherapeutic Counselling and Coaching**

**Confidentiality:**

All forms of communication, written and verbal, will remain strictly confidential. This means I will not share any information provided by you with anyone without your permission, unless you have told me that you intend to harm yourself or someone else. In the event of this happening, I would contact your doctor or emergency services.

**NHS Test and Trace:**

Confidentiality may be broken for reasons of public interest in the area of public health therefore your contact information may be shared with NHS Test and Trace, if myself or someone I have been in contact with has tested positive for Covid-19.

**When can you contact me?**

You may contact me outside of our scheduled sessions by email (contact@risehypnotherapeutics.co.uk) – this is a great way for me to monitor your progress and consider how I might further personalise your treatment. I will aim to answer your communication within 24 hours of opening them (except when I am on annual leave, in which case you will receive a notification of this). You can contact me by text during working hours on 07887 658528 – 18.30pm-20.30pm, Mon-Fri. As I am usually working with clients during these hours, I am unable to answer a voice call.

**Fees:**

* 1 hour Initial Consultation: £65
* Regular sessions as part of a treatment plan lasting approximately 60 minutes: £65

Payment can be made in cash at the start of your appointment or via bank transfer at least 2 hours prior to treatment. You will be sent account details separately from this contract.

**Cancellation Policy:**

Your appointment is reserved exclusively for you, so it’s important you arrive promptly to benefit from your full session. If you need to cancel or reschedule, please notify me at least 24 hours before your appointment start time. Failure to do so may result in your being charged 50% of the fee for your missed appointment. Any subsequent missed sessions will be charged at the full amount. If you need to cancel or reschedule in the event of an emergency, please notify me as soon as possible.

**Understanding Your Treatment and the Importance of Your Commitment To It:**

* If you have an ongoing medical illness, mental disability or mental illness, I insist that you consult a medical doctor, psychiatrist or psychologist prior to entering into a consultation with me and I will seek their permission to treat you before beginning any course of treatment. This is for your own protection and by signing this agreement, you show you understand that you are confirming that you have consulted with your General Practitioner and/or Hospital Consultant and have gained the appropriate medical approval for working with a hypnotherapist. You understand that Rise Hypnotherapeutic Counselling and Coaching may need to contact your GP, Hospital Consultant or Psychiatrist to discuss your needs prior to a full treatment plan being undertaken.
* Results vary from person to person and the agreement by Rise Hypnotherapeutic Counselling and Coaching to work on the issues or problems presented by you (the client) using whatever tools or techniques are appropriate to your situation in no way implies or guarantees the said issues or problems can be ‘cured’ or eradicated completely.
* Counselling, psychotherapy and coaching is a collaborative process and the degree of progress is dependent on your active participation and engagement in the process. You understand that there are no guarantees offered and that success depends on your active participation and motivation to commit to the treatment plan and therapeutic strategies and tools recommended. You understand that you are paying for Rise Hypnotherapeutic Counselling and Coaching’s time and not for the guarantee of success.
* You have been advised that you are able to terminate any or all of the sessions at any time. You have agreed to participate in each session to the best of your ability and that contact between sessions will be limited to telephone during working hours and via email.
* You understand that it is your responsibility to provide accurate and truthful answers to questions during my consultations and treatment sessions. Rise Hypnotherapeutic Counselling and Coaching values feedback on treatments as an ongoing part of the treatment process, so please provide information as to what is working for you and what is not so that personalisation can be made as soon as possible. If Rise Hypnotherapeutic Counselling and Coaching ever says or does anything that upsets you or doesn’t feel right, please bring it to the attention of your therapist, so that we can resolve it as soon as possible. Rise Hypnotherapeutic Counselling and Coaching’s objective is to have a relationship that it fully open, honest and trusting.

**Code of Ethics:**

Rise Hypnotherapeutic Counselling and Coaching adheres to the code of ethics as set out by The National Hypnotherapy Society and The National Counselling and Psychotherapy Society. A full copy of these are provided alongside this contact or can be located online by following this link: <https://nationalhypnotherapysociety.org/about-us/code-of-ethics>

<https://nationalcounsellingsociety.org/about-us/code-of-ethics>

**Treatment Venue:**

All treatment will take place in Rise Hypnotherapeutic Counselling and Coaching’s Treatment Room, unless alternative arrangements are made by prior arrangement and in exceptional circumstances only (for example, via an online platform).

**Insurance:**

Rise Hypnotherapeutic Counselling and Coaching is covered by Towergate Insurance under their Professional Liabilities Insurance (MAKZ94IN01)

**Data Protection and Privacy Policy**

The General Data Protection Act 2018 (GDPR) has replaced the 1998 Data Protection Act and requires your personal, sensitive and confidential information to be kept private, held securely and only processed in a way you have agreed to. It is intended to protect your rights as a consumer or a service that might involve your identifiable data, such as your name and address or information about any medical conditions you may have. The GDPR also covers any session records, text messages or emails we might exchange.

**Why does Rise Hypnotherapeutic Counselling and Coaching collect information about you?**

Rise Hypnotherapeutic Counselling and Coaching collects information about why you are using the service, a small amount of medical information and a small amount of information about your lifestyle, family and friends, alongside brief session notes. This information is used to provide you with a high- quality service as it allows Rise Hypnotherapeutic Counselling and Coaching to be equipped with the knowledge about you and the aspect of your life you would like help with and information about previous sessions for us to discuss prior to each new session. Your contact details, address and those of your GP or consultants will only be used with your consent or in the event that you are threatening the safety of yourself or others.

**How long will Rise Hypnotherapeutic Counselling and Coaching store my information for?**

Any hand-written notes will be stored for 5 years as required by our insurers, unless you request them to be destroyed. Any information stored electronically will be stored for 5 years until you opt out or request for it to be removed. Out of date information or information that is no longer required is periodically removed from the system.

**What if I don’t want my information to be stored for 5 years?**

In order for all your records to be deleted, you can make a request to Rise Hypnotherapeutic Counselling and Coaching in writing for this to be done. Rise Hypnotherapeutic Counselling and Coaching would then contact their insurance company and if they agreed to the request, all of your paper records would be shredded and any electronic data such as emails or text messages would be permanently deleted from the devices they are stored on. Rise Hypnotherapeutic Counselling and Coaching would then retain the request for deletion made by you but would not retain any other information.

**What measures are in place to make sure my information is stored securely?**

Any hand-written or paper-based information is stored in a locked filing cabinet in a private building.

Any text messages are secured on a mobile phone that is opened with a pin-code.

Emails are exchanged via an account that requires a username and password. All emails held by Rise Hypnotherapeutic Counselling and Coaching will be deleted when the information within them is no longer needed – for example when it has been acted on or when the therapy has ended. Any attachments sent by email containing your personal, sensitive information will be password protected and the password sent to you via a text message.

All electronic documents relating to you that contain personal, sensitive information – for example letters to your GP, or evaluations are stored on a secure cloud managed by Pragmatic Tracker.

**What would happen to my information if something happened to Rise Hypnotherapeutic Counselling and Coaching?**

In the event that Rise Hypnotherapeutic Counselling and Coaching was unable to continue with your treatment, for example because of illness or death, you will be contacted by a trusted person, who will also respect rules of confidentiality. At this point, you would be given the option of having details of another therapist provided to you for the continuation of your sessions. If you provide your consent, your information would then be transferred to the therapist of your choice, who would give you the option of continuing your therapy with them.

**Will information be shared with other health and social care professionals?**

Under GDPR regulations, Rise Hypnotherapeutic Counselling and Coaching would only make contact with other health or social care professionals with your signed permission – for example if Rise Hypnotherapeutic Counselling and Coaching were to write to your GP to inform them of or gain permission for your treatment to begin and to inform them of its end. This will happen in the event that you are suffering from a condition already being treated by a GP or consultant or in the event that it is ethically beneficial and Rise Hypnotherapeutic Counselling and Coaching needs confirmation that the use of hypnotherapy is suitable for you.

Exceptions to this will be made in order to ensure the safety and wellbeing of you and those around you – for example if you were to disclose that you intended to harm yourself or someone else. In these circumstances, Rise Hypnotherapeutic Counselling and Coaching must exercise their Duty of Care by which they are obligated by law to inform the relevant authorities. Rise Hypnotherapeutic Counselling and Coaching would aim to discuss this with you prior to contacting anyone.

Should Rise Hypnotherapeutic Counselling and Coaching be issued with a police warrant or court order for information about you, by law they would also have to provide them with the information.

**What will happen in the event of a data breach?**

In the event of a data breach, Rise Hypnotherapeutic Counselling and Coaching will comply with section 33 of the GDPR and ensure that the ICO is informed within 72 hours (unless there are good reasons for not having met this timeframe), along with measures taken to mitigate against the breach and follow up mitigations to prevent further breaches. If the breach is likely to cause risk to the rights and freedoms of yourself, Rise Hypnotherapeutic Counselling and Coaching will inform you of the breach without delay.

*By signing below, you agree that you understand and accept the terms and conditions of treatment and the privacy policy of Rise Hypnotherapeutic Counselling and Coaching*

Name (The Client): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_