**CONTRACT**

**Confidentiality**

I offer a confidential relationship between the Counsellor and the Client. Information on Client attendance, contact details, and other information from the initial assessment is held electronically in accordance with GDPR. I am registered with the ICO: [www.ico.org.uk](http://www.ico.org.uk)

When having remote sessions by telephone or video call, it is important to find a safe space for the duration of your session where you are unlikely to be interrupted or overheard.

Personal information is not passed on to anyone except when:

• If you ask me to disclose the information.

• If there is a statutory requirement/legal obligation.

• If yourself or others are at serious risk of harm.

**Professional Ethics**

I am a Registered Member of the British Association for Counselling and Psychotherapy (Registration number: 389157) and abide by their Ethical Framework. Details are available on the BACP website: [www.bacp.org.uk](http://www.bacp.org.uk) I might make brief notes with an outline of each session, which are kept securely.

**Supervision**

I have regular supervision which allows me to reflect in depth about all aspects of my practice in order to work as effectively, safely and ethically as possible and provide the best possible service for you. Counselling sessions may be discussed in supervision but the identity of the client is kept confidential.

**Cost of sessions and payment**

Session price £50 for a 50 minute session, payment required by BACS at least 24 hours prior to your session. If payment is not received, the session will not go ahead. Please make payment to:

**Charlotte O’Neill**

**Barclays Bank PLC**

**Sort Code: 20-46-73**

**Acc no: 00329932**

**Counselling Sessions, Cancellations and missed sessions**

Counselling works best when you attend your sessions weekly, however I do understand that sometimes work and finances can hinder this, so we can discuss frequency on the first session. Again, counselling works best if your sessions take place on the same day, at the same time each week, however there can be some flexibility. Each session lasts for 50 minutes. If two sessions in a row are missed without notice, the contract will cease. Refunds will not be given.

In exceptional circumstances if you are unable to attend a session please give as much notice as possible. **There will be a session fee charge if this notice is less than 24hrs**. Please inform me as soon as possible if you are unable to attend a session.

**Telephone Counselling**

Please ensure you have a good signal and your phone is charged if using a mobile. I will call you at the allocated time on the same day each week. If there is no answer, I will text you and I will need you to confirm our next session via text.

**Video Counselling**

Please ensure you have a good internet signal and your device is charged. If there are others in your home using the internet this may affect your signal strength. If possible, ask if they could refrain from being online for the duration of your session, or switch off your WiFi and use your data.

I will send you a Zoom link via email 5 minutes prior to your session. If you do not attend within 15 minutes of the start time I will end the session. I will text you and need you to confirm our next session via text.

**Data Protection & Privacy**

I am committed to protecting your privacy under the General Data Protection Regulations (GDPR). I will hold and collect personal information for the purpose of my counselling service and will hold your records for 6 years after your sessions end. For full details on how we use your personal information including your rights to access such personal information and for how long we keep it please refer to my privacy policy found here: [Privacy Policy](https://charlotteoneillcounselling.co.uk/privacy-policy) and which can be sent to you on request.

**I hereby agree that I have read and understood, and comply with the terms and conditions of this agreement.**

**Client print name:** …………………………………..……………………

**Signed**…………………………………………………………………………..

**Date:** …………………………………………………………………………….