

Client Contract/ GDPR Statement

I only collect information to contact you and in relation to the work we do together. All identifiable information (names, email addresses) is kept separate from any process notes I may take about our sessions. All information I hold about you will be kept in a locked filing cabinet during our time together and for five years afterwards, then it will be shredded.

Everything we share in the counselling room is confidential, with a few exceptions. I am required by the BACP (the Professional Body that regulates my practice) to have a minimum of one and a half hours supervision a month. In that supervision I may share parts of what we have talked about in sessions, but this is never by name and I take care not to reveal anything that may identify you. This is to ensure that I am giving you the best possible service and to support me in my work with you.

Other exceptions will only occur in very rare circumstances, for example if you reveal knowledge of a severe threat to yourself or others or money laundering. In these cases, wherever possible, I will talk through this with you before revealing these to any third party.

If we meet in the street I will pretend that I don't know you. This is to protect your confidentiality and not due to any personal feelings about you.

You can request access to, correction of or deletion of your information at any time by email to jennafrasercounselling@gmail.com, but please do bear in mind that deletion of your personal information may affect my ability to provide you with a counselling service.

Our sessions will last 60 minutes and take place every week in the same place and at the same time, unless we have agreed otherwise at least 24 hours beforehand. Any cancellations with less than 24 hours notice will incur the full fee. Each 60 minute session is £45 and I would prefer payment by BACS transfer to 09-01-29 49429413 before the session, although I will accept cash or cheque (made payable to Jenna Fraser Counselling) on the day. If you have not paid for two consecutive sessions before the third (including those where you did not cancel the session more than 24 hours beforehand) then I will no longer be able to work with you.

If you find that counselling is not for you at this time, or that you may prefer to see someone else I would appreciate you letting me know. If you do not attend

for two consecutive weeks and have not got in touch I will assume that you no longer want to see me. If you want to get in touch again at a later date, perhaps because you feel more ready, I will be happy to hear from you.

I typically offer up to two years of counselling. You may find that you need much less than that, but we can also renegotiate sessions over the two years if we both agree that further sessions after the two years would be helpful.

I will do my best to keep up to date with the latest Covid-19 guidance to keep us both safe and request that you do the same too (please see my guidance in “Your First Session”). If you refuse to wear a mask when entering the building (unless you have a medical reason why you cannot), clean your hands and keep your distance during our time together, I will be unable to work with you. If you feel that you may have Covid-19 symptoms (a high temperature, a new, continuous cough or a loss of taste and smell) or have been in contact with someone who has please cancel the session at any time and there will be no charge. We will rearrange our time together for when you have been tested or completed your self-isolation. I will do the same if I have or am in contact with someone who has tested positive.

If either of us is isolating, but feels well, or if we go back into a full lockdown I can offer sessions via zoom. If this happens I will be in touch to discuss if that is what you want and the things we will both need to consider.

I would hope that we would be able to talk through any issues you may have with me or my practice, but if you feel unable to talk to me, please contact the BACP by post to BACP House, Unit 15, St. John’s Business Park, Lutterworth, LE17 4HB, or email to Professional_Conduct@bacp.co.uk.

If you need help filling in the form, or if you have any problems in making your complaint in writing, please call BACP on 01455 883300.

I have read and understood the counselling agreement as set out above

Signed:.....

Date:.....