Online Client Contract

GDPR:

I only collect information to contact you and in relation to the work we do together. All information I hold about you will be kept in an encrypted file during our time together and for five years afterwards, then it will be destroyed in line with my insurance and UKGDPR guidelines.

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.

Confidentiality:

Everything we share in counselling 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, money laundering or I have been subpoenaed to court. In these cases, wherever possible, I will talk through this with you before revealing these to any third party. I also have a professional will in case something happens to me and one of my executors (who are qualified counsellors) may access your personal information to get in touch.

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.

Although I have researched Zoom and find it to be a secure platform, technology is fallible and not solely in my control. There is a minimal possibility that confidentiality may be compromised.

I ask that you supply, and keep up to date, your contact details and emergency contact details with me. I would ask that your emergency contact knows who I am in case I need to contact them. I will only contact them in a genuine emergency. When contacting your emergency contact or the emergency services I will only reveal who I am and what they need to know to help you, I will not reveal details of what we have discussed.

AI

I have very limited use of AI in my practice and will not enter personal information about you into AI.

It can be really helpful for you to discuss your AI use (where it relates to counselling or emotional support) in your sessions with me, so we can have an open conversation about where AI might be helpful for you, but also where to use caution.

All AI may store, analyse or use information shared by those who use them, and this may be out of their control, so please respect the service you are being given, by not entering conversations, logos, names and any service-identifiable information into AI.

It may be tempting, but you should not rely on AI tools in crisis situations or to diagnose mental health conditions. I can provide you with details for reliable, human, sources of help.

Any use of AI you make (in any context) outside of the counselling relationship is not the responsibility of my counselling service.

If you have any questions about this AI information, or there is something you are unsure about, please ask me.

Please read “What you need to know about AI and counselling” on my website for more detailed information.

Technology:

- Please ensure that you have a device that is capable of supporting Zoom. This is the platform I use as it is very secure. If you have any questions about my choice of platform, please ask.

- Please ensure that your internet connection is able to support video conferencing and that you are well within any caps.
- It is your responsibility to maintain malware, antivirus and firewall protection.
- I would recommend the use of a laptop, tablet or iPad on a steady surface wherever possible. I'm happy to take a session over a smartphone if that is your only option, but please bear in mind that you will be trying to hold it steady for an hour and this may become difficult over time.
- It can be helpful to use a personal headphone and microphone, especially if your device is a few years old.
- I will send you a link. You should be able to click on the link and it should take you straight to the waiting room for the meeting. You should not need to download Zoom to be able to use the link. I will let you in when the meeting is due to start.

Room:

- Please select a room that is private, where other members of your household know not to enter and where you cannot be overheard. It is not suitable for anyone else to be in the room, seen or unseen, during the session.
- Please consider what you would like me to see in the background. You may prefer not to have family photos or other personal items in the background. My background is a blank blind so that it doesn't distract from our conversation.
- This is probably obvious, but try to make yourself comfortable. You will be sitting in the same spot for an hour, so make sure you are warm, that you are not sitting in the dark or where you will suffer from glare.
- If at all possible, please ensure that any pets are excluded from the room where you will take the session as they can be very distracting.
- No-one can control everything. If a pet, member of your household or any other distraction does happen, just let me know and we can pause until the distraction has been removed. Don't feel that you have to try and ignore it so that you don't disturb the session!

Session:

- Please treat the session as you would if we were meeting in person. Eating and drinking can be distracting and are best left until after the session, although a hot drink or glass of water is perfectly fine.
- You may like to have a box of tissues to hand.
- If either side is unable to connect we can communicate via email, as we do between sessions, to try and solve any issues. If this is unavailable, I will call you on the number you have provided for me.
- Please do not record any part of our session together. I will take brief notes after the session, but apart from that I will take no record of what took place. This is to ensure both of our confidentiality and to follow GDPR guidelines for the storage of confidential information.

I am unable to see anyone outside of the UK due to regulation and insurance issues.

Payment:

Our sessions will last 60 minutes and will take place at the same time every week, unless we have agreed otherwise at least 24 hours beforehand. A first introductory session is £30, after that each 60 minute session is £60 and I request payment by BACS transfer to Jenna Fraser Counselling 09-01-29 49429413 before the session. 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.

Cancellations and non-attendance:

Any cancellations with less than 24 hours notice will incur the full fee as will any cancellations over three weeks in a row. If you know in advance that you would like a break longer than three weeks, please let me know and we can discuss options. 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.

Number of sessions:

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.

Complaints:

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.

Declaration:

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

Signed:…… Date:……..