Client Contract

UKGDPR:

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 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, money laundering or I have been subpoenaed to court. In these cases, wherever possible, I will talk through this with you before contacting 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.

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.

Payment:

Our sessions will last 60 minutes and will take place in my room at the Edinburgh Counselling Studio in Causewayside at the same time every week, unless we have agreed otherwise at least 24 hours beforehand. The first introductory session is £30, after that each 60 minute session is £60. I would prefer payment by BACS transfer to Jenna Fraser Counselling 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.

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:……..