

## **CLIENT INFORMATION SHEET**

### **COUNSELLING SESSIONS**

Each session which will last 50 minutes, and it is recommended that sessions are had on a weekly basis. We will review whether we wish to continue, or to meet either more or less regularly, as appropriate.

### **FEES**

The fee for each session is payable in advance of each session. If your account is in arrears it will not be possible to book more sessions until payments are up-to-date.

Payment can be made by PayPal, or bank transfer. If you experience difficulties in making payments, please notify me as soon as possible so that we can discuss alternative arrangements if necessary. Bank details are supplied on request.

### **CANCELLATIONS**

Please give at least 24 hours' notice. If you are unable to give the required notice, or do not attend without giving notice, the full fee will be payable. In exceptional circumstances the fee may be waived at the discretion of the counsellor.

### **CONFIDENTIALITY**

#### **Safeguarding**

In line with the BACP Ethical Framework our sessions will be strictly confidential. In exceptional circumstances, if there is a threat of serious harm to either yourself or others, I may need to communicate with outside professionals, however, this would be discussed with you beforehand.

## **GDPR**

Clients are required to provide their name, email, and phone number. These will be held electronically in the following places:

- Initial consultation form
- Telephone contacts list
- Email contacts list

Session notes will be stored electronically in a password protected file. The file will be named using a synonym and will contain the following documents:

- Initial consultation form
- Client notes

This data is required for the sole purpose of maintaining our relationship while we are working together. If any additional data is required, for any reason, permission will be obtained on an individual basis. Once our work is finished I will archive all data. The data will then be destroyed after 5 years.

The archive period of 5 years allows for any circumstances where you either wish to resume counselling or require the data to be retrieved for any other purpose. Should you wish to have a copy of these notes, or if you wish these notes to be destroyed before the end of the retention period, please make your request in writing to: [annie@heartcounselling.co.uk](mailto:annie@heartcounselling.co.uk)

## **Social media**

Contact will be kept to arrangements only. No telephone or email counselling will be undertaken and any friend requests on social media will be removed.

## **Supervision**

All counsellors who are members of the BACP are required to monitor their work through supervision, should I discuss your case with my supervisor, anonymity will be maintained.