



YOUR LETTER C THERAPY AGREEMENT AND CONSENT

It is really important to me that your privacy is protected both throughout your time in therapy and thereafter. I therefore strictly adhere to current data protection laws (GDPR, 2018) and the ethical guidelines of my professional bodies, the British Association of Counselling & Psychotherapy (BACP).

To provide you with the best service possible I will need to store your contact details, personal information and records of your therapy sessions. This information will be held securely in accordance with the GDPR, 2018 and will never be passed on to third parties for the purposes of sales, research or marketing. Full information about my privacy policy and my terms and conditions of business can be found via www.letterctherapy.co.uk and in the attachments supplied with your appointment confirmation email.

Please find below some of the key points to draw your attention to:

1. Confidentiality

Everything that you discuss with me as your therapy is confidential. Confidentiality will only be broken if there is concern about your safety or the safety of someone else or I am instructed to do so by a Court of Law. I will always endeavour to speak to you about this first.

2. Cancellation Policy

I require at least 48 hours' notice of any changes to your appointment. Cancellations must be made within my admin office hours (9am to 5pm weekdays). Cancellations made after my admin office has closed will not be received until the office reopens. In these instances, notice will not be classed as having been provided until this point.

Where this notice is not given the full session fee will be charged.

3. Data Protection and Your Rights Under GDPR

During your time at Letter C Therapy, I will need to keep a record of your personal information and contact details and your GP and emergency contact details. This information will be confidentially destroyed once your therapy has come to an end.

Please note that in order to meet service and accounting needs any personal information held in email threads or online booking documentation will be held for up to 7 years after your therapy has come to an end.

Notes are also kept of each session. These are anonymised and are stored via Kiku. These notes are for my use only and help me to keep track of everything that is being discussed. These notes must be kept securely for 7 years after your therapy has come to an end, after which they will be confidentially destroyed.

You have the right to view these notes at any time. To make this request please get in touch with me directly. Having viewed your notes you also have the right to request amendment.

Once therapy has come to an end, you have the right to request that I delete all data that I hold about you (personal contact details and clinical notes etc). The only situations where I would not be able to comply with such a request would be if:

- a) It is necessary for me to retain these records in order to continue providing an effective service
- b) I am compelled to retain these records by a Court of Law or to establish, exercise or defend legal claims

Our Agreement

I confirm that I have read and understood the above information and that I have been provided with access to Letter C Therapy's full terms and conditions and privacy policy.

I confirm that I agree to Letter C Therapy's terms of business and hereby consent to Letter C Therapy recording and storing my personal information and records of my therapy sessions for the purposes of running their service, for the duration outlined above and in their privacy policy.

I understand that I can revoke this consent at any time by contacting Letter C Therapy directly.

Full Name: _____

Signature: _____

Date: _____