



## LETTER C THERAPY COUNSELLING AGREEMENT

Welcome to Letter C Therapy. This agreement outlines the key terms and boundaries of our work together. Please read it carefully and let me know if you have any questions. By signing this agreement, you confirm your understanding and consent to proceed with therapy under the terms described.

### 1. Therapeutic Approach and Sessions

- I provide online counselling to adults via face-to-face, online video platform, or phone.
- What is on offer is counselling of a Person-Centred nature. This means you are empowered to discover solutions to issues in a supportive environment.
- As a counsellor I offer you my honesty and respect while we explore issues you feel you would like to bring to counselling at the times that we have agreed.
- Sessions are offered on an open-ended flexible basis, depending on your needs and availability.
- I am an independent practitioner and a registered member of the British Association for Counselling and Psychotherapy (BACP), working in accordance with their Ethical Framework.
- All appointments last for 50 minutes and will usually be held on a weekly basis.
- Please ensure that you choose a quiet and private location to conduct your online or telephone sessions, and that you arrive on time to make full use of the appointment. Please note that sessions cannot be extended beyond the agreed time.
- Should we experience any technical difficulties, I will endeavour to switch to an alternative session format as agreed (e.g. WhatsApp calling) so the session can continue with minimal disruption.
- Should poor weather or road conditions prevent face-to-face sessions being held, I will advise in advance so we can switch to an alternative session format as agreed (e.g. online video platform or phone) so the session can continue with minimal disruption.

### 2. Confidentiality

- Everything shared in therapy is confidential, with the following exceptions:
  - If there is risk of serious harm to yourself or others
  - If you disclose abuse involving a child or vulnerable adult
  - If required by law or court order
  - If you disclose serious criminal activity (e.g. terrorism, money laundering, drug trafficking)
- In such situations, I will always aim to discuss this with you before taking further action.
- I attend regular clinical supervision to ensure safe and ethical practice. Your identity is not disclosed in this process.

- Prior to any sessions taking place, I require the details of your GP and emergency contact. These may be only used in cases of emergency and immediate safety concerns.
- I do not allow the use of recording equipment during our sessions and do not give permission for our sessions to be recorded.
- Minimal notes are also kept of each session. These are anonymised and are stored securely in a password protected file within the Kiku system. These notes are for my use only and help me to keep a track of everything that is being discussed. In line with industry standards, these notes must be kept securely for up to 7 years after your therapy comes 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 contact me.
- All confidential information is held in accordance with the GDPR, 2018 using the secure and encrypted Kiku system (please see their Privacy Policy for more information at <https://www.wearekiku.com/privacy-notices>).
- My full terms and conditions, and privacy policy can be found via my website. Please see the Privacy Policy for more details about how data is used and stored, as well as your rights under the GDPR guidelines.

### **3. Payments, Cancellations, & Missed Sessions**

- Each 50 minute session is charged at the fixed rate of £60.
- Payment for your sessions is made at the point of booking by card using the Kiku system. If you are paying using your Kiku account, please ensure that you make payment within 24 hours of making the booking. In the absence of payment your session may be cancelled.
- In the interest of your privacy payments will show up on your account statement under Kiku's legal entity name "Sixteen Eighty Ltd."
- Please give at least 48 hours' notice to cancel or reschedule a session to be eligible for a refund. This gives me the opportunity to reallocate the session time to someone else.
- The full session fee will be charged for cancelled sessions, where two working days' notice has not been given & for non-attended sessions, where no prior notice has been given. Please note, that for therapy to work, regular attendance is essential.
- Exceptions may be made in emergencies, at my discretion.
- Where sufficient notice has been given, there will be a cancellation fee of £2.50 to cover card processing and administrative costs.
- Where two sessions are missed consecutively, without prior discussion, known as a 'Did Not Attend (DNA)', I reserve the right to terminate our working relationship and refuse further sessions bookings.

### **4. Data Protection & GDPR**

- I collect and store your personal data (name, contact info, session notes, etc.) for the sole purpose of providing therapy.
- Your information is securely stored using Kiku, a GDPR-compliant platform designed for therapists.
- You have the right to:
  - Access your data
  - Request corrections or deletion
  - Withdraw consent (where applicable)

- File a complaint with the ICO if needed
- I am registered with the Information Commissioner's Office (ICO) as a data controller and keep records for 7 years, in line with legal and ethical requirements.
- In the event that I am incapacitated, my supervisor will be granted access to Kiku in order to contact you and make you aware, and support you with onward signposting if necessary.

## **5. Contact Between Sessions**

- You may contact me by email or text message between sessions for practical reasons (e.g. scheduling).
- I do not offer therapeutic support outside of booked sessions.

## **6. Emergencies**

- I do not provide crisis services. In an emergency, please contact your GP, call 111 (NHS), or 999 in life-threatening situations. You can also contact Samaritans on 116 123 (free, 24/7).

## **7. Raising Concerns**

- Should you have any problems at all with the service that you receive, please let me know. If this does not resolve the issue, I am registered with the British Association of Counselling and Psychotherapy, who have a robust and fair complaints procedure.
- You can view my full terms and conditions on my website.

I hope that your time working with me at Letter C Therapy will be a really positive experience and I look forward to working with you.