**Terms & Conditions**

**Assessment**

I offer all prospective clients an assessment consultation. The initial session is usually seen as a mutual assessment, to explore if therapy is right for you and how it might be helpful. It provides both of us the opportunity to decide whether I am the right fit for you.

### Sessions

Sessions are 50 minutes long and generally take place once per week but can be more if needed. If you are late arriving for a session, we will still only be able to work until the original planned ending time.

##### Fees

The agreed fee is payable by cash, cheque or bank transfer can be made at the end of each session. If you are attending regularly & if you’d prefer I can provide you with an invoice at the end of each month.

### Missed appointments

Should you find you are unable to keep an appointment, it is important to give as much notice as possible. If I am unable to attend, I will do the same.

**Please note that if a session is missed without notification, or 48 hours’ notice of cancellation isn’t given, you will be liable for the full cost of the session.**

**Therapy**

On occasions you may feel that therapy is distressing, confusing or may seem unhelpful – it is important to talk about these feelings rather than stopping therapy abruptly.

**Confidentiality**

The content of sessions will be kept confidential. However, confidentiality will be broken if you or someone else is at serious risk, or a court compels me to do so. Nonetheless, this would, wherever possible, be discussed with you first.

**Supervision**

The British Association of Counsellors and Psychotherapists and British Psychological Society believe that clinical supervision and ongoing training is deemed essential for Psychotherapists and Counsellors. This ensures that good therapeutic standards are maintained. All information is treated as confidential and client details are not disclosed without you the client’s permission.

**Code of Ethics**

I adhere to the British Association of Counselling and Psychotherapists (BACP) Ethical Framework (2018) and the British Psychological Society (BPS). A copy is of this is available to you at [www.bacp.co.uk](http://www.bacp.co.uk) or [www.bps.org.uk](http://www.bps.org.uk)

# Complaints procedure

If in any doubt about the service you are receiving please feel free to discuss them with me. If you are still uncertain you should seek advice from the British Association of Counsellors and Psychotherapists [www.bacp.co.uk](http://www.bacp.co.uk)

**Insurance**

Professional indemnity insurance is held.

**Data Protection & Privacy Policy**

**What information will we collect?**

Each of our patients needs to complete client details record on their first visit. This records your Contact Information for when I need to contact you relating to your appointment or when you’ve agreed for me to liaise with your GP or other medical health professionals. This will be stored on computer & phone which is only accessed by Danielle Glennon and is password protected and covered under onedrive privacy agreement.

**Contact Information:** First Name & Surname; Home/Mobile Phone Number; Home Address; Email Address; GP details.

**Client notes & other personal information**

* Client notes showing date and a brief outline of session content are recorded in a hand-written format using the app Goodnotes, which is only accessible through password protected account. An anonymized code system is used and is stored in a separate folder to the one with your personal details on it.
* Photos taken in sessions (with your express permission, i.e. to record therapeutic homework), any art works created and phone, email and social media communications are also stored/noted in the anonymized client notes or saved on mobile device which can only be accessed by Danielle Glennon and is password protected.
* The anonymized client notes are used for my own clinical supervision (to comply with my professional body and good ethical practice). I share details about the client case, but not the client’s personal details unless a legal or safeguarding requirement requires me to do so.
* Anonymized client codes are used to identify income source in my accounts for HMRC tax return Purposes.
* If you have chosen to ‘like’ of ‘follow’ me on my business social media page, I do not hold data about that outside of that social media setting.

**Why I need the information I hold about an individual:**

I need to request and store your details in order to administer and deliver the service you haverequested, and to comply with any legal or professional body responsibilities that ensue in the delivering of that service.

**What will I do with your information?**

Contact information will be used to communicate with you regarding your appointments or treatment and not shared with any third party.

**Who will have access to your information?**

Danielle Glennon views your information is strictly private and confidential and only Danielle Glennon will have access to it, unless either required by law or with your express consent. Should anything catastrophic happen to Danielle Glennon, her supervisor will be contacted and instructions followed in how to manage your information and you will be contacted by the supervisor to discuss.

**How will the information be stored?**

Paper records will remain at our main office in locked filing cabinets. Electronic notes is stored on Danielle Glennon’s computer/ipad and phone and only accessible by Danielle Glennon. Records will be kept for 10 years from your last visit. After this we will destroyed / permanently deleted. Communication information (email correspondence, text messages) may be stored on computers or mobile devices. Only devices that require usernames and passwords will be used to offer protection to this data. We will not store payment information.

**Please sign the Client Details form to confirm you have read and understood the Privacy Policy**