

**These Terms and Conditions are a mutual agreement negotiated between the Counsellor and the Client prior to the commencement of counselling with Outlook Counselling Ltd. It outlines the responsibilities of the Counsellor towards the Client, and also the Client's responsibilities in the counselling relationship.**

### **Booking first appointment**

At your initial appointment booking you will be asked to agree to our Terms and Conditions which includes your consent and permission to process your data, and hold information about your healthcare professionals (e.g., GP). At the beginning of your first session, we will collect the following information:

- Date of birth
- Full Address
- Contact information (geographic information from your postcode)
- The contact details for your GP practice

### **Fees**

Sessions prices are for an individual and are displayed clearly on the website at the time of booking. Charges will be reviewed each year and we will give at least one month's notice of any increase. Payment is due before the session via the on-line payment link on [outlookcounselling.com](http://outlookcounselling.com).

### **Sessions**

Sessions last for 50 minutes. Any session that begins after this time due to late client arrival for whatever reason cannot be extended beyond the agreed finish time. If you do not attend the session within 15 minutes of the agreed appointment, this will be considered a cancellation and the Counsellor will not be available for the remainder of the session. If you have booked a telephone session, the Counsellor will wait for 15 minutes for you to call. If you have booked for a Zoom online session, the Counsellor will provide a link for you to join the session in advance of the appointment. If you have requested a video session on Facetime or Whatsapp, the Counsellor will contact you at the requested booked time. If you do not answer, the Counsellor will attempt a further 3 times at 5-minute intervals. If no contact is made within 15 minutes the session will be classed as a cancellation and a fee will be applied.

If you are unable to attend a session, provided you give your Counsellor plenty of notice (and not less than 24 hours), they will do their best to accommodate this and offer you an alternative time or date. In an instance where no or insufficient notice is given on your part, we reserve the right to charge £10 for the first instance and 50% of the session fee for further instances. To help avoid missed appointments we offer a free text and email reminder service. Your Counsellor will give you as much notice as possible if they are unable to make a session. In the event where your Counsellor needs to miss your session because of illness, they will give you as much notice as possible, and will try to offer you an alternative date. Sessions missed due to your Counsellor's unavailability are not charged for. If for any reason the online technology fails, the Counsellor will ring you on the contact number you have provided to enable the remaining time of the session to continue over the telephone.

## **Contact between sessions**

Appointments can be cancelled and re-arranged online via [outlookcounselling.com](http://outlookcounselling.com). Any other further queries can be made on-line via the contact page. Messages will be responded to as time permits between sessions within normal operating hours. Enquiries will be acknowledged however, any sensitive content will be discussed with you at the next session, this is to safeguard your personal information. Contact between sessions should be limited or a charge may be made.

Outlook Counselling is not a crisis or emergency service. If you need to speak to someone immediately, please contact your GP, or the Samaritans (freephone number: 116 123).

## **Holidays**

Your Counsellor will be available for you with the exception of their holidays and occasional times when they might attend a training workshop or a conference. You will be given a minimum of 2 weeks' notice of any planned holiday dates when your Counsellor will be unavailable.

## **Face-to-Face contact outside sessions**

Should you happen to meet your Counsellor outside of your session please be aware that they will not greet you. This is to protect your privacy and maintain confidentiality. This is especially important if you are with other people. If you acknowledge them openly, then they will respond in an appropriate, professional manner.

## **Facebook, Twitter, Linked in and all social media**

Please do not invite your Counsellor to join you on any social media. They are not permitted to do so under their strict Codes of Ethics, and refusal can cause offense where none is intended.

## **Confidentiality**

Counselling is for individuals only; it is important that you are speaking in a private space, where neither of you will be disturbed. The Counsellor will also be speaking in a private space.

Following each counselling session, your Counsellor will record short factual notes both digitally and in paper form. We collect this information to understand your needs and provide you with a service. Paper form notes are stored in a locked filing cabinet. Digital notes are password protected and stored via Microsoft's encrypted cloud service. All client personal details and record notes are not shared with anyone unless we are legally required to do so.

The personal identifiable information we collect, store and use come entirely from your conversations, emails, texts, and phone calls with the Counsellor. The information others may hold comes from financial transactions between you and Outlook Counselling Ltd.

To assist us in working effectively with you, Outlook Counselling Ltd keeps confidential records about all clients. These records are kept securely and are only seen by your Counsellor. The records held by Outlook Counselling Ltd are subject to the Data Protection Act 1998 which gives clients the right to access personal data held about them. Some of this data may be classified as sensitive personal data which includes but is not limited to information concerning gender, sexuality, racial or ethnic origin, political opinions, religious beliefs, physical or mental health, relationships, sexual life, criminal proceedings and convictions. We can only use your sensitive personal data with your consent which we ask you to give by accepting this Terms and Conditions. Both personal and sensitive personal data is used by Outlook Counselling Ltd to provide the best possible service to you and to ensure that we continue to offer the highest possible standards in delivery of care to all our clients.

Paper information stored are notes and paper copies of contact information, emails, created media. These will be shredded 7 years after counselling ends. Digital Information stored is basic

contact information, emails, texts, messages, and calendar appointments. For technical reasons this information cannot be entirely erased and could therefore remain accessible to a technically competent person until the storage device is destroyed or securely wiped and reformatted. I will hold your name and telephone number on my mobile phone until our counselling relationship ends and then I will delete it from my contact list.

As required by our professional bodies ACCHP and insurers, personal records are kept for the period of seven years after which time they may be destroyed in accordance with guidelines on the destruction of sensitive information. Under the Data Protection Act 1998 clients have the right to make a subject access request in respect of personal information held by Outlook Counselling Ltd. If the application is in respect of couples or family counselling, the consent of all parties is required before any information can be released. Should you wish to make a subject access request please put this in writing to Jeanie Overton - Director, Outlook Counselling Ltd, 167-169 Great Portland Street, 5th Floor, London, England, W1W 5PF, enclosing a cheque for the sum of £20.00. We will also require proof of identity by seeing a copy of your passport or driving licence and proof of address by seeing a utility bill. Once we have this information, we will respond within 30 days.

### **Exceptions to Confidentiality**

Outlook Counselling Ltd must pass on any information to the relevant authorities in cases where human safety is concerned including the following cases:

- If you threaten harm to yourself or to another person.
- If we believe a child or protected adult is at risk of harm or abuse.
- If the courts instruct us to give information.
- If you share information about a proposed act of terrorism or another illegal act.

If your Counsellor feels that either you, or someone else is in danger or at risk of harm, they would first endeavour to discuss with you their decision for breaking confidentiality

Depending on the circumstances this may be your General Practitioner (GP), the individual in danger, a Social Worker and/or the Police. However, we retain the right to break confidentiality without prior consultation with you should we consider that the urgency of the situation requires us to act immediately to safeguard the physical safety of yourself or others. In certain cases, you, the client, may request that Outlook Counselling Ltd share information concerning you. In these cases, we require written permission from you before we can carry out your request.

### **Sending of information outside the EU.**

We will not knowingly send your personal information outside the EU unless:

- We are required to comply with the instructions of a Court of Law.
- We need to in order to defend ourselves against a legal action or a complaint brought by you.

**Professional Body.**

Your Counsellor (Jeanie Overton) is registered with the ACCPH (Accredited Counsellors, Coaches, Psychotherapists and Hypnotherapist). Registration Number 0001720.

Outlook Counselling Limited is registered with the ICO for data protection, ICO registration number: ZB333924.

**Marketing.**

We will never use your information for marketing, or contact you to market a service

**Complaints Procedure.**

If you have a complaint, please write to Jeanie Overton in the first instance so we may attempt to resolve the issue. If we are unable to resolve the issue you may contact the ACCPH who will be able to advise you further.

**Endings.**

You can see your Counsellor for as long as it is helpful. From time to time your Counsellor will check in with you to review how the sessions have been going. This enables you both to keep on track. Please note that you can book further sessions as and when you feel you need to. You may finish counselling at any time. Please advise the Counsellor before you attend your last session so they can plan a proper ending.

Your Counsellor will not be able to work with you if you are under the influence of alcohol or other mind-altering substances. If this were found to be the case, they would have to end the session and you would be charged at the normal rate. The Counsellor reserves the right to terminate therapy where the client is not abiding by the agreement or is perceived to be a threat to the Counsellor's wellbeing. Abusive behaviour towards your Counsellor is unacceptable and will not be tolerated.

**PLEASE READ THIS CONTRACT CAREFULLY. By accepting our Terms and Conditions you agree to the terms and conditions contained herein.**