

DANIEL HIGGS COUNSELLING CLIENT AGREEMENT

Confidentiality

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

I will ensure that sessions are conducted in a confidential setting & I have chosen video calling software that offers end-to-end encryption to further protect your privacy. *Please note that we cannot be held responsible for any breaches caused by failures in this technology.*

[I discuss my clinical work with a supervisor. This is to ensure that I am offering you the best service possible. These conversations are bound by confidentiality & you will only be referred to by your first name.

Notes are also kept of each session. These are anonymised & stored securely in a password-protected file within the Kiku system.] These notes are for [my use only & help me to keep 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 directly.

All confidential information is held following the GDPR, 2018 using the secure & encrypted Kiku system (please see their Privacy Policy for more information at <https://www.wearekiku.com/privacy-notices>).

My full terms & conditions & privacy policy can be found at www.danielhiggs.co.uk. Please see the Privacy Policy for more details about how data is used & stored, as well as your rights under the GDPR guidelines.

Appointments

All appointments last for 50 minutes & we will usually meet every week.

Please ensure that you choose a quiet & private location to conduct your online or telephone sessions & that you log in on time to make full use of the appointment. Please note that sessions cannot be extended beyond the agreed time.

Should [we / either you or your therapist] experience any technical difficulties, I will endeavour to switch to an alternative session format (e.g. another video calling platform, telephone or alternative phone line) so the session can continue with minimal disruption.

Outside of your agreed therapy sessions, it is not usual for you to have contact with your therapist. If you think that you may need extra support, please discuss this directly with me.

Payment

Payment for your sessions must be made before the session starts. Bank details will be provided in advance of the first session. **In the absence of payment, your session may be cancelled.**

Making changes to your appointments

If you need to cancel or rearrange an appointment, please let me know as soon as possible. I ask that you give at least **24 hours' notice** of any changes to be eligible for a refund. This allows me to reallocate the hour to someone else.

The **full session fee** will be charged for cancelled sessions, where 24-hour 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.

Breaks in Therapy

For counselling to be effective regular & consistent attendance is essential. It is also important that I am aware of any planned breaks so that we can prepare. I will endeavour to give you at least 3 weeks' notice of any holidays & I ask that you try to do the same.

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 BACP (membership number 00961926).

You can view my full terms & conditions on my website www.danielhiggs.co.uk

I hope that your time working with me will be a positive experience & I look forward to working with you.

Signed & dated by Client

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Signed & dated by Daniel Higgs

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