



## Client Agreement

This contract, together with the Privacy Policy details the terms and conditions concerning our working together.

- There will be a mutual respect at all times.
- Disclosure of all information during therapy and consultations remains confidential.
  - o *The therapist has a professional obligation to report to relevant authorities any concerns if they believe the client may be intending to cause harm to themselves, the therapist or others.*
  - o *The client agrees to aspects of their case being discussed with a supervisor, if necessary, on an anonymous basis.*
- If receiving medical treatment of any kind, it is recommended that proper diagnosis is shared where relevant, to assist the therapist and also to inform those professionals of your enquiries toward Hypnotherapy.
- In some circumstances, contact with your GP or other healthcare professionals may be a condition of us working together. This would be discussed in advance.
- A full copy of The Association for Solution Focused Hypnotherapy's Code of Conduct is available on request.
- The therapist has fully explained the procedures and treatment.
- I understand that I will need to listen to the relaxation recording provided and consider the content of the sessions in order to enhance the success of the treatment. I recognise that the recording must not be listened to whilst driving.
- Although I understand that my 'belief' in my ability to change is not so important, I do understand the treatment's success is linked to my 'wanting' to change and therefore my commitment to the sessions.
- I accept the fee payable and note the 48 hours' notice of cancellation of appointment that is required, otherwise the full fee will be charged.

I have read the agreement above and accept the treatment on those terms: YES / NO

I confirm that I have received a copy of the Privacy Policy and understand how my data will be processed and stored: YES / NO

I am happy to be contacted via email for appointments, new services or promotions: YES / NO

Signed:

Print Name:

Contact Number:

Next of Kin:

Contact Number:

Date:



### **Privacy Policy**

This policy sets out how Re-Defined will use and protect the information that you provide when you use my services. It is my intention to ensure that any data you provide me with is managed respectfully, kept securely and only used for the purpose for which it has been provided.

This policy will be updated from time to time in line with prevailing legislations.

#### **When you contact me via phone, e-mail or website information collected will be:**

Name, email address, telephone number, and or any information you chose to supply regarding the purpose of your enquiry.

#### **What happens with this information?**

This information is used in order to make contact with you to discuss your requirements; this information may also be used to improve the service provided. If you go ahead with an appointment, I will complete a consultation form which collects all of your above data. This form will be held in a locked cabinet at all times and is for reference only.

#### **For the consultation document, information taken will be:**

Name, address, and telephone number, so that you can be contacted

Your GP's contact details and general health questions as there are some conditions which are contraindicated for hypnotherapy.

In the course of the sessions, general notes will be made in order for future sessions to be planned and a record of the language patterns used will be taken. All written material will be held in a locked cabinet at all times and are for reference purposes only.

Under the General Data Protection Regulations which are effective from 25<sup>th</sup> May 2018 you have the following rights:

#### **The GDPR Includes the following rights for individuals:**

\*The right to be informed (which is why this policy has been produced).

\*The right of access (if you wish to see your file then please make a request in writing to me. I will provide you with the information within 30 days)

\*The right to rectification (this is your right to request changes to any information I hold that is factually inaccurate. If you believe any of the information I hold about you is incorrect then please let me know so I can make the possible changes).

\*The right to erase (given the nature of my work we are required to hold details for a period of 7 years, after this your information will be securely destroyed).

\*The right to restrict processing (I will only use the information for the purpose stated above: most standards of confidentiality applied in contexts are based upon the Common Law concept of confidentiality where the duty to keep confidence is measured against the concept of "greater good". If, in the therapist's opinion, there is good cause to believe that not to disclose would cause danger or serious harm to self, the therapist or others, your GP or other appropriate agencies may be contacted. Only information required to ensure safety of relevant parties would be disclosed. Information may have to be disclosed without consent for the prevention, detection or prosecution of a crime. The sharing of anonymous case histories with supervisors and peer support groups is not a breach of professional confidentiality.

\*The right to data portability: we will not share your information, other than in situations described above, without your specific consent.

\*The right to object (we will not contact you for marketing purposes unless you have given us specific agreement to do so)

\*The right not to be subject to automated decision-making including profiling (we will not use your information for profiling purposes).

#### **Sharing Data**

Data is used only for the purposes of administration, including appointment making and accounts. The data processor is trained for GDPR purposes and fully compliant with the requirements.

The practice setting may operate CCTV surveillance for the purposes of security; data from the CCTV is protected in accordance with GDPR.

#### **Webcam Sessions**

Where sessions are conducted by webcam, such as Skype/FaceTime, the sessions are recorded only for as long as it takes to write up the notes not taken contemporaneously. Once notes have been taken the recording is then deleted.

#### **Cookies**

Cookies are small files which ask permission to be placed on your computer's hard drive so that we can analyse web traffic to the site. Through this we can see valuable information as to who visits the site and what is of interest. Most web browsers automatically accept cookies, but you can modify your settings to decline them if you prefer. If you chose to do this, you may find you cannot make full use of the website.