

Inspirational Change Therapies Limited

Therapy Agreement

Name:

Address:

Agreed Date of First Consultation:

Introduction

This document provides an outline of the key principles and expectations that will be used to guide the therapy process. Please read this document carefully and raise any questions directly with me.

The Aim of Therapy

The aim of therapy is to help my clients to change unhelpful and distressing psychological difficulties, to improve emotional wellbeing and build future resilience in a safe, confidential, and supportive space.

My Approach to therapy

I take a collaborative approach to therapy always involving you in your treatment:

- I will complete a full assessment of the presenting problem.
- Develop a joint understanding of how the problem affects you personally.
- Agree a treatment plan.
- Deliver evidence driven interventions.
- Help you to learn how to apply these strategies in your everyday life.

Sessions and charges

The standard duration of a session is 50 minutes and will usually take place on a weekly basis, although occasionally I may need to increase that time for therapeutic reasons. I will normally charge for the extra time pro rata to the sessional fees. If for any reason you are late for a session, I will see you for the duration of the remainder but will be unable to work beyond the allotted time as this will disrupt the clinic for other clients who may be waiting.

If you have self-referred, the cost for each session will be on my website. Payment should be made before each session. The cost of therapy includes any written materials I may supply but excludes the cost of any books that I might suggest you read.

Private Health Care

In the event that a private health care plan is being used to fund your treatment, therapy will not commence until approval in writing has been received from the private health care organisation or you are able to provide the relevant authorisation code. If agreed payments for therapy are not being paid then I reserve the right to terminate therapy.

Cancellation

It is understood that sometimes sudden events, such as emergencies, happen, that may make it necessary for clients to cancel their appointment last minute or fail to attend and are unable to provide notification. On these occasions it is at the therapist's discretion if a fee will be charged. In general, however, if you fail to give 48 hours' notice of your intention to cancel or postpone an agreed therapy session or if there is a repeat pattern of cancellations/DNA's I reserve the right to charge in full for that session.

I will not suddenly or without warning terminate our contract, except in exceptional circumstances, which would become clear in the course of our work together. This would be fully discussed at that time. Please note any threats or acts of violence will invalidate this agreement and therapy will cease.

Sessions will not take place if you arrive under the influence of alcohol or non-prescribed medication.

You will be notified of any holidays to be taken by myself well in advance. However, there may also be occasions when sessions may be cancelled because of illness or because of attending training sessions or meetings. I will try to give you as much notice as possible of any cancellation and will offer an alternative time. Therefore, please notify any change in contact details.

Our therapeutic relationship will always remain a professional one, the boundaries of which (such as contact outside of our sessions) can be agreed between us during our sessions.

Ethical standards

I am a fully qualified and Accredited Cognitive Behavioural Therapist. I am a member of the British Association for Behavioural and Cognitive Psychotherapy (BABCP) regulated by the

BABCP's codes of ethical conduct and practice. These standards are available to view at www.babcp.co.uk. I am also a qualified practitioner in Eye Movement Desensitization and Reprocessing (EMDR) and Interpersonal psychotherapy (IPT).

Communication

All client communication is normally conducted by email for speed and efficiency. Whilst every effort is made to ensure that our system is securely encrypted, email is not a secure means of communication. Inspirational change Therapies Limited does not accept liability for loss or theft of personal data where the client chooses to transmit or receive information via

email. If you wish to receive communication by other means, you must inform me directly.

Clinical Supervision

As part of the code(s) of practice I am required to carry out continuing professional development, and to engage in regular on-going clinical supervision. This is to ensure an ethical and professional service to clients. I may discuss your case in supervision but would not use any identifying details. Any clinical information shared in supervision is anonymised to maintain client confidentiality.

Confidentiality

All information shared during therapy remains completely confidential. The only circumstances in which I may divulge confidential information is if it is judged that you present a potential risk to yourself or another person. In these circumstances, the therapist will, if possible, discuss this with you first. In the interest of safety or safeguarding however, the therapist reserves the right to contact other relevant bodies or agencies without prior consultation should they consider urgent. Due consideration should be exercised before disclosing anything of a previously unreported criminal nature, as I am obligated to contact relevant authorities.

Completing Therapy

Your progress towards your therapy goals will be reviewed regularly in collaboration with you. This will help determine the duration of therapy. I will discuss and plan towards ending of therapy with you.

Terminating Therapy

The therapist reserves the right to end therapy without notice should professional or ethical circumstances require this. Clients may end therapy any time subject to our cancellation policy outlined in this agreement.

Service Feedback

Inspirational Change Therapies is committed to excellent customer service and continuous improvement. You will be invited to provide feedback during your treatment. Your feedback will be reviewed, and you will normally receive an acknowledgement.

Data Protection

Our use of your personal data is strictly managed in accordance with the General Data Protection Regulations. This means that we will only collect personal information directly relevant to your therapy or to allow us to contact you (generally by phone or email) for appointment confirmations or follow-up.

I may at my discretion take notes or make audio recordings during sessions to improve the accuracy and continuity of treatment. This material will be securely and confidentially retained by me in accordance with the UK GDPR compliance January 2021 until this material is deleted following therapy.

We will not share your data with any third-party organisations or businesses for the purposes of research, marketing, or sales. If you have any concerns about how your data is managed and stored, you should raise this with me directly.

We are required by law to keep records of the contact we have with you and the treatment provided. These records are stored on a computer database and kept confidentially for 7 years after your last contact. You have the right to withdraw this consent at any time by informing me directly in writing.

If you have any questions, with regards to our Terms and Conditions, please do not hesitate to contact us.

I confirm and give consent to Inspirational Change Therapies Ltd carrying out psychological therapy services as per these terms.

I agree to the use of email for communication purposes and provide my consent to obtain any relevant medical information if requested by my therapist.

Name:

Signature:

Date:

Inspirational Change Therapies Ltd Privacy Statement

Inspirational Change Therapies Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when working with Inspirational Change Therapies Ltd, you can be assured that it will only be used in accordance with this privacy statement.

Contact Details:

Directors: Susana Oppey and Isaac Oppey

T: 07506 092 057 / 01622394327

E: info@inspirationalchangetherapies.com

Why we collect and process your data:

- **Contract** – we have a contract in place with you to deliver services, for which we need to process your personal data in order to meet our contractual obligation.
- **Legal Obligation** – as healthcare professionals, we are required to keep appropriate clinical records by law and we are obligated to inform the relevant authorities where we feel you are, or are placing others, at risk of harm.
- **Consent** - We ask for your consent to process your data in certain ways, including sharing your data, taking audio recordings, or email marketing.

How and what information is collected about you:

We may collect the following information by email, telephone call, by post, questionnaires / forms, or in-person. Data may also be provided to us by third-party referrals.

- **Name**
- **Date of Birth**
- **Gender identity**
- **Sexual orientation**
- **Ethnicity data**
- **Contact details (address, email, telephone)**
- **Medical history, lifestyle information, health and wellbeing details**
- **Family/social circumstances**
- **Clinical Reports from other healthcare professionals**

- **Names of key people to you and their contact details (email, phone), e.g. family members, support workers, etc.**
- **Education Provider / Employer details, as applicable**
- **Details of your referral provider, where applicable.**
- **Voice recordings (only when required and with your consent)**

What we do with the information we gather and what it is used for:

- Communicating with you regarding your treatment.
- Professional clinical record keeping of client information.
- Provision of psychological therapy services.
- Sharing your information with relevant parties, when necessary.

We will not sell, distribute or lease your personal information to third parties unless we have your explicit permission or are required by law to do so. Employees, associates and agents of Inspirational Change Therapies Ltd may be given access to any Personal Information which we collect, but their use shall be limited to the performance of their duties and in line with the reason for processing.

Your Rights

- Where you have given your consent to us processing your data, you have a right to withdraw your consent to any further processing.
- Unless we are operating under a Legal Obligation, you have a right to request your data to be transferred to another organisation or erased from our records.

If you wish to withdraw consent or request a transfer or erasure of your data, please email info@inspirationalchangetherapies.com.

We will always give you the opportunity to opt out of future marketing whenever we send you marketing material, or you can opt out at any time by contacting us.

How you can access your information

You may request details of personal information which we hold about you under the General Data Protection Regulation. If you would like a copy of the information held on you please write to Susana Oppey, at Inspirational Change Therapies Ltd, 56 Oxford Road,



Maidstone, Kent, ME15 8DJ or email info@inspirationalchangetherapies.com. There is no charge for this service.

How long we keep your information for

Inspirational Change Therapies Ltd will retain personal data for 7 years for adults and 7 years following their 18th birthday for children, unless upon review it is deemed necessary to retain it for a longer period.

Data Transfer Outside the European Union

In some instances, it may be necessary for us to transfer your data outside of the European Union, or to countries not approved by the ICO. Where this is the case, we may seek further consent from you to do this. In all instances, we will take all steps necessary to safeguard your information and ensure that your data protection rights are maintained.

Security

We are committed to ensuring that your information is secure. Inspirational Change Therapies Ltd will continue to meet its GDPR obligations in relation to the security of processing, the notification of personal data breaches and data protection impact assessments.

Audits and Inspections

Inspirational Change Therapies Ltd will submit to audits and inspections, providing all necessary information to ensure it meets the Article 28 obligations, always cooperating with supervisory authorities (such as the ICO).

Right to Complain

If you have a concern about our information practices, you have a right to complain. You can do so by contacting the Information Commissioners Office on 0303 123 1113 or by visiting www.ico.org.uk.