

# Annabelle Kelly, UKCP, MBACP

UKCP Registered Psychotherapist (No: 2011168265)

BACP Registered Counsellor (No: 94952)

[www.annabellekelly.uk](http://www.annabellekelly.uk)



## Contact details:

Tel: 07583 728 354

Email: [info@annabellekelly.uk](mailto:info@annabellekelly.uk)

VSee: [info@annabellekelly.uk](mailto:info@annabellekelly.uk)

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## Client Therapist Agreement

This contract sets out the basis of our agreement. It is drawn up to facilitate a safe and containing space in which to work together, by setting out what you can expect from coming to therapy and what is expected of you. Please let me know if there is anything you would like to discuss.

### 1. APPOINTMENTS

- The initial consultation is for 50 minutes.
- Once agreed, we will meet at the same day/time each week.
- Each session thereafter is 50 minutes.
- If you are late for your appointment, we will still finish at the allocated time.

### 2. CANCELLATIONS

- This session time is reserved for you and not available to any other client. If you are unable to attend the following cancellation fees apply:
  - Less than 72 hours – the full agreed session fee is due.
- If you need to cancel please text me on my mobile 07583 728 354 or email [info@annabellekelly.uk](mailto:info@annabellekelly.uk)
- If I am unable to attend and have to cancel the session I will endeavour to give you as much notice as possible and/or try and rearrange the session for another time or via telephone or online.

### 3. HOLIDAYS / BREAKS

- I usually take breaks over Christmas, Easter and during the summer and I will endeavour to give you as much notice as possible of any planned absences.

### 4. FEES

- The initial consultation is £30 (50 minute session).
- My usual fee is £55 per 50 minute session
- Payment of the agreed fee is due at the end of each session by cash or via BACS (Account name: Ms A M Kelly; Sort code: 07-01-16; Account No: 37798455). I do not accept payments by cheque.
- I review my fees on a yearly basis.

## 5. YOUR DATA, DATA STORAGE AND RETENTION AND CONFIDENTIALITY

In line with the introduction of the General Data Protection Regulation (GDPR) on 25 May 2018 please read carefully. At the initial assessment, I will ask for your written consent via signature and date (please see end of document.)

- **Your data**

- **Personal and identifiable information (PII), third party details (TP), session notes, attendance and payment records:**

For the purpose of: a) being able to contact you during our work together; b) for safeguarding measures in the event I become concerned for the safety and wellbeing of you or others; c) if serious crimes have or are about to be committed; d) and any relevant medical conditions and/or diagnoses that may affect our work together, I will ask and store the following personal and identifiable information:

- Your full name (PII)
- Your date of birth (PII)
- Your home address (PII)
- Your telephone number(s) e.g. mobile, home, work where applicable (PII)
- Your email address (PII)
- Next of kin/emergency contact (full name, telephone number, relationship, address) (TP)
- Your GP details (TP)
- Details of any relevant medical conditions or diagnoses (PII)
- Current medications (PII)
- Brief session notes – anonymised with initials only
- Attendance records - anonymised with initials only
- Payment records - anonymised with initials only

- **Data storage**

- The above data will be collected and stored electronically on password protected Excel files on my personal computer, which is also password protected.
- Personal/identifiable information and third party information, sessions notes, attendance and payment records are stored on separate Excel documents with different passwords
- In the event I become incapacitated by illness or death, I have a named Clinical/Professional Executor, Dawn Dupree, who will have access to your name and contact details to contact you and, in the event of my death, will be responsible for deleting your records and notes. She is bound by the same confidentiality policy (please see below)
- I may also store your telephone number(s) in my mobile telephone, using only initials.
- I back up my computer on a regular basis on to an external hard drive. This is stored securely within my home and is not taken off the premises.

- **Data retention**

- Personal and identifiable information and third party details will be deleted one month after our final contact.

- Anonymous session notes, attendance and payment records will be kept for a period of seven years in case of future need such as legal action following a complaint and for business/accounting purposes.
- **Confidentiality**
  - What we discuss is strictly confidential. I will not disclose any information to a third party other than in the event that, in my opinion, there is a threat to your own safety or to the safety of others, or if I am obliged to do so by law.
  - If I do need to disclose information for these purposes I would try to do this in discussion with you and with your prior consent. However, sometimes this will not be possible if I believe there is an immediate risk.
  - My governing bodies, the UKCP and BACP, require me to have appropriate supervision for all clients. Anything discussed in supervision is bound by the same confidentiality as described above.
- **Communicating**
  - Communicating for appointment bookings/cancellations will be via text message or email.
  - If you choose to share information other than this either via text, messenger, email and/or social media, you acknowledge that these methods may not be 100% secure. I will reply via the same means you made contact and will keep any messages brief.
  - If you wish to convey sensitive or confidential information outside of our session and you are concerned about security and confidentiality, we can discuss this in more detail in session.
- **Online therapy**
  - I use a platform called [VSee](#) for online therapy as it claims it is “encrypted with military-grade 256 AES encryption”.
  - However, by signing this document, you acknowledge that there may be limitations to 100% confidentiality and that no recording of sessions will be allowed without prior consent.
- **Your right to access and control of your personal data**
  - You have a right to access your personal data through a data subject access request, free of charge within one month of your request. You also have a right to transfer this data to another party.
  - You have a right to ask for information about you to be erased as long as it is no longer relevant to the original purpose it was collected. You can also request any inaccurate information about you to be amended.
  - If you wish to withdraw your consent to my use of your data at any point please let me know in writing by letter or email, however data may need to be retained for lawful purposes and/or accounting and business purposes.

- **In the event of a data breach**

- If a data breach occurs, I will first contain the breach and assess any personal consequences for individuals based on how serious they may be and how likely they are to happen.
- If it is likely that any data breach will cause you emotional distress, physical or material damage, I will notify the Information Commissioners Office within 72 hours.
- If I also assess that a breach leads to high risk to the rights and freedom for you, I will notify you immediately.

## **6. COMPLAINTS**

I abide by the BACP's ethical framework and professional conduct procedures. If at any time a cause for complaint arises that cannot be resolved between us, you may have recourse to the BACP Independent complaints procedure ([www.bacp.co.uk](http://www.bacp.co.uk)).

If you have any concerns about how I have handled your data, you can complain to the Information Commissioners Office ICO on 0303 123 1113.

## **7. ENDINGS**

- You are free to end counselling any time you wish. I view endings as an integral part of the therapeutic process and it feels important to acknowledge this and work towards an agreed ending date. There is not set time scale for this, but ideally a minimum of 3 sessions allows space and time to reflect on our work together.

## **8. DECLARATION**

I have read and understood the terms written above and I consent to my data being collated, stored and retained as set out above.

I agree that I can be contacted by (please delete as appropriate):

- Telephone
- Text
- Email
- Social Media

Client Name:

Client signature:

Date:

Please note: This document will be scanned at home to my personal password protected computer and held in a password-protected file. This paper version will be shredded at home using my own shredder.