



Counselling Information Form

Please read this information carefully and feel free to discuss any queries that you may have. We will go through this at the beginning of our first session. Our work together will be in acceptance of these terms.

1. The counsellor will maintain **strict confidentiality** about the client and the content of the counselling sessions. This is in accordance with the British Association of Counsellors and Psychotherapists (BACP) professional guidelines. **Exceptions to maintaining confidentiality** are where there is cause for concern for client well-being or that of another person, if a serious crime has or is to be committed, or if national security is threatened. The counsellor will endeavour to discuss anything related to confidentiality breaching with the client before taking any action. In addition please note on reverse regarding online payments
2. **The charge for each session** is £60 (individuals) and £70 (couples), to be paid by bank transfer prior to sessions (account details are: SC 207164 and AC# 83068919) or in cash during sessions
3. **Sessions last for 50 mins** from the booked appointment time and occur regularly, usually weekly, unless alternative scheduling is specifically arranged and agreed
4. When thinking of ending counselling it is helpful to consider planning an **ending session** ahead of time as this can be an integral part of the therapeutic process, working towards and managing endings
5. A session can be cancelled without charge if cancelled more than 24 hours before the booked appointment time. Any **cancellations** within 24 hours of the booked appointment time will be charged at the session rate above (unless in cases of an emergency). The counsellor will commit to holding the session time and space weekly and frequent occurrence of cancellations will impact the holding of the session time and space. Both client and counsellor will advise in advance of any planned absences (e.g. due to holidays, travel etc.)
6. The client can speak to the counsellor regarding any **complaints**, or they can also approach organisational personnel (as applicable), or the BACP (<http://www.bacp.co.uk/crs/complaints.php>)
7. In case of need for **admin/scheduling communications** between sessions, client preference for mode of contact will be discussed
8. The counsellor is a **qualified and insured counsellor** and practices using the **Person-Centred Approach** to counselling. The therapy will be an exploration of what is going on for the client in an accepting, non-judgemental, understanding and supportive environment, and conducted in a non-directive manner
9. The counsellor is a member of the **BACP** and abides by their **Ethical Framework for the Counselling Professions** (http://www.bacp.co.uk/ethical_framework/new_ef.php)
10. The counsellor attends **monthly supervision** sessions where sessions/client work is discussed in a confidential manner with a more experienced counsellor/supervisor and also in a **peer-supervision** setting with 3 other counsellors
11. The counsellor will **store records securely and safely**. Please see reverse for further details and for General Data Protection Regulation (GDPR) information
12. For further information about the counsellor and way of working please visit:
<https://www.jeremyosullivancounselling.com>



Telephone: 07500 893367

Email: info@jeremyosullivancounselling.com

Web: <https://www.jeremyosullivancounselling.com>

JEREMY O'SULLIVAN COUNSELLING



The **General Data Protection Regulation (GDPR)** (EU) 2016/679 is a regulation in EU and UK law (from 26MAY2018 onwards) on data protection and privacy for all individuals within the European Union (EU) and the European Economic Area (EEA).

Organisations which handle personal data must be built with data protection by design and by default, meaning that personal data must be stored using pseudonymisation or full anonymisation, and use the highest-possible privacy settings by default, so that the data is not available publicly without explicit consent, and cannot be used to identify a subject without additional information stored separately.

A processor of personal data (e.g. me, as your counsellor) must clearly disclose any data collection, declare the lawful basis and purpose for data processing, how long data is being retained, and if it is being shared with any third-parties or outside of the EU. **For the UK, please see the Information Commissioner's Office (ICO) website for further information regarding GDPR, data privacy and your rights (<https://ico.org.uk>).** My ICO number is ZA307208.

In order to conduct our counselling sessions, it is important for me to have the following basic client personal contact information:

Client Name (first and last);
Client phone number, and/or;
Client email address, and/or;
Client online video contact information (only for online counselling)

Please note, online payments (by bank transfer) will show as transactions on my bank statements and client personal/account information will be viewable by my accountant. My accountant is a Chartered Certified Accountant and operates under the ACCA (the Association of Chartered Certified Accountants).

The following are the type of client personal records I keep in relation to our sessions and for how long:

Information Stored	Purpose	Record Duration	Additional Info
Client Name/ID (electronically stored, Excel file)	Linking client name and pseudonym (I use a pseudonym for the client name in all my other records)	Client name and pseudonym will be removed from file 2 years after last client session	Excel file is password protected to open and computer access is also password protected
Session notes (paper storage). Because of the nature of counselling, these notes may contain information meeting the ICO's special category data definition	Pseudonymised and anonymised session notes in line with the BACP Ethical Framework for the Counselling Professions	Documents will be destroyed 2 years after last client session	Papers kept in secure locked storage only accessible by counsellor
Mobile phone storage of phone number/email/online video contact name (as needed)	Needed for contact with client for session arrangements	Stored on my mobile phone using client pseudonym for up to 6 months after last client session	Mobile phone is password protected

In deciding to see me as your counsellor you agree to me using the above-mentioned personal information in the above-mentioned ways. Your data will not be shared with anyone else (with the exception of any organisation from where I am providing the counselling service, where your name and contact details may be provided for organisation counselling session booking purposes). **I agree to my data being used in the above-mentioned ways (to be signed at the first or second session):**

Print Name: _____ Signature: _____ Date: _____



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