

**ONLINE COUNSELLING AGREEMENT****Agreement**

This note is written confirmation of the agreement entered into by the client and Shine Counselling, pertaining to online counselling sessions. Online and telephone counselling is undertaken in accordance with the law in England and Wales and under the ethical guidelines of the British Association for Counselling and Psychotherapy (BACP).

**Treatment Period and Fees**

An initial session of 30-45 minutes is provided free of charge. Each further session will last 1 hour and cost £50 inc VAT unless agreed otherwise. Treatment can be terminated by either party at any time.

**Data Protection**

The client gives permission for necessary records and personal information to be kept in accordance with the Data Protection Act 1988 and the General Data Protection Regulation (GDPR) 2018. The client understands that these records may be provided to the authorities if required, e.g., by subpoena.

**Confidentiality**

All information disclosed by clients is treated confidentially by Shine Counselling. Your counsellor is bound by the BACP Ethical Framework and has regular supervision with an accredited supervisor. Your counsellor may discuss your case in confidence with their supervisor. Confidentiality may also be broken if your counsellor believes that your or someone else's life is at risk; there is a risk of serious harm to yourself or someone else; a child or vulnerable adult is at risk; or you disclose information regarding a serious crime or act of terrorism. This may involve contacting your GP or other relevant authorities. Wherever possible, your counsellor would discuss any breach of confidentiality with you in the first instance.

**Privacy**

Please ensure you have a quiet, appropriate and undisturbed space for online counselling sessions. Your counsellor will do the same. Please do not record or take screenshots or otherwise share the content of our online sessions with any third party.

**Interruptions**

If your counsellor is unable to establish an online session, or if an online session is disconnected or otherwise interrupted, please hang up and your counsellor will attempt to re-establish a connection. If this is not possible, your counsellor will contact you by phone to either rearrange or, if appropriate, continue the session by phone.

**Current Support Measures**

Please advise us of any medication or other support you are receiving, including any other therapeutic relationships, and do not change your medication or support measures without consulting your GP or support provider.

**Substance Misuse**

If you are under the influence of alcohol or drugs we may terminate and/or rearrange the session.

**ONLINE COUNSELLING AGREEMENT****Cancellations**

Please advise cancellations at the earliest opportunity, and at least 24 hours in advance, by calling/texting 07899 985190 or emailing [cancel@shine-counselling.co.uk](mailto:cancel@shine-counselling.co.uk). **Should you cancel within less than the 24 hours' notice agreed or fail to attend an appointment the full session fee will be charged.** Missing two appointments without notice will lead to counselling being withdrawn.

**Contact Between Sessions**

Contact between sessions should normally only be to cancel or reschedule sessions. If you are in a crisis situation, you may text, and your counsellor will ring you for a maximum of 10 minutes at the next available opportunity. If you are in an emergency situation, please contact Samaritans on 116123.

**Complaints**

Please discuss any complaints with your counsellor in the first instance. In the event of your complaint not being resolved, you may contact the BACP either in writing at BACP House, Unit 15, St. John's Business Park, Lutterworth, LE17 4HB, email at [professional\\_conduct@bacp.co.uk](mailto:professional_conduct@bacp.co.uk) or by phone on 01455 883300.

**Disclaimer**

Every reasonable precaution is taken to ensure a client's privacy online, as per GDPR and current legislation, using password protection for meetings and secure software platforms. However, clients should be aware that due to use of third-party software, it is never possible to be 100% secure. Clients will always be informed at the earliest opportunity of any data breaches, security concerns regarding third-party software used, or changes to relevant legislation.

**Electronic Signatures**

Name \_\_\_\_\_ Signed \_\_\_\_\_ (client) Date \_\_\_\_\_

Name \_\_\_\_\_ Signed \_\_\_\_\_ (counsellor) Date \_\_\_\_\_