

Safety Agreement

Clients booking counselling services must be 18 years and over.

Yvette Wass offers private and confidential help to her clients. She would not give your name or any information from or about you to anyone outside of the company, other than her clinical supervisor, unless she has reason to believe that someone, especially a child, is of risk of serious harm.

For couples and families attending therapy, it is important that relationships are in a reasonably healthy place. Where clients may be affected or responsible for behaviours that are considered violent and/or abusive, offering therapy to both partners or family members together may not be safe. If this is the case, the therapist will advise each partner of suitable referral agencies that will be more appropriate. Yvette Wass has the right to cease counselling if conduct of the client or client material is considered inappropriate.

Boundaries in Therapy

Use of mobile phones – during therapy appointments please switch off your mobile phone or set to silent or do not disturb to avoid distraction

Punctuality – please try to make appointments on time. Very often your therapist will have other client arrangements before or after your appointment and any delay means a shorter time with your therapist.

Prepayment – The policy is to take prepayment in advance for each appointment whatever form they take (face to face, telephone or online). Payment can be made by bank transfer, paypal or using a credit/debit card. There is a cancellation period of 2 working days notice where a prepayment can be transferred to another future appointment or refunded if a client makes contact with the therapist. If the contact is made with less than 2 working days notice the payment for that missed/cancelled appointment will still be taken.

Unauthorised electronic recording – Trust in therapy is very important and in order for you to work safely and effectively, the privacy of the work is respected. Please, therefore do not attempt to record your therapy session. Any attempts to do so may result in therapy ending.

Social Media – In counselling the relationship between therapist/counsellor and client is professional and does not allow for being friends on social media e.g. via facebook, messenger or Whatsapp.

Contact Arrangements – Yvette Wass can be contactable during weekdays via 07505 008226 or via email on support@relationshipwellbeinguk.co.uk. Contact outside of therapy is usually about attending or cancelling appointments. In terms of managing appropriate boundaries and ensuring your confidentiality is protected, more detailed discussions will usually be conducted during appointments.

Appointments

The duration of therapy is individual to each client case. A rough guide is as follows.

Individual Relationship Counselling – 6 sessions

Couples Relationship Counselling – 10 to 15 sessions

Psychosexual Therapy – 15 to 20 sessions (especially for couples). During the treatment programme, some sessions may be under one hour.

Family Counselling – 6 to 10 sessions

Emotional Eating Programme - Usually a minimum of 10 sessions

PRIVACY NOTICE

The General Data Protection Regulations help to protect an individual's personal data. Under these recent regulations individuals have a right to have their data corrected or erased and to restrict the processing of data.

Use and Processing of Personal Data in Counselling

Personal data provided by clients is stored by Yvette Wass, considered the Data Controller and can be accessed by her clinical supervisor in the event of her incapacity in order to manage any ongoing referral. Client casework is discussed in clinical supervision in order to ensure clients are getting the best service and for quality assurance purposes. Supervision ensures that therapy services comply with the code of ethics and practice as endorsed by the College of Sexual and Relationship Therapy (COSRT) and the BACP (British Association of Counselling and Psychotherapy). In certain circumstances clients personal information is passed onto third party agencies. This will be the case when confidentiality has to be breached for safeguarding purposes, where there may be risk of serious harm to the client, others, a child or vulnerable adult. The personal data of clients is never sold to a third party.

In order to provide a counselling service certain personal data/information is obtained from clients and may include the following. Those highlighted represents what is considered to be sensitive personal information.

- Client's name and if appropriate their partner's name
- address
- email address
- contact number
- age
- **gender identity**
- **sexual identity**
- relationship status
- **ethnicity**
- **religion**
- Names and ages of Children
- medication
- **relationship and sexual history**
- details about the difficulties clients are experiencing
- financial information (payment information via paypal, bank transfer)

Data Protection and Data Storage

Clients personal and sensitive data will only be used in order to provide the therapy service and kept for a period of 7 years from the end of therapy and then destroyed. Clients can exercise their right to withdraw their consent to the processing of sensitive data by contacting Yvette Wass in writing via email at support@relationshipwellbeinguk.co.uk. Clients have the right to ask to see the information held about them and for this to be amended if inaccurate or deleted, giving appropriate notice.

Yvette Wass is registered for data protection purposes with the Information Commissioner's Office and her Registration Reference is ZA332284. Any complaints regarding processing and use of data should be initially raised with Yvette Wass and subsequently via the Information Commissioner's Office <https://ico.org.uk/concerns/handling/> telephone 0303 123 1113. Yvette Wass is obliged to keep clients and the ICO informed in the unlikely event that the security of client data is at risk.

Client data is stored both in hard copy form in a locked cabinet and electronically. Personal contact details that are stored electronically are password protected. Counselling notes that present a brief summary of each session are anonymised and do not include information that can identify clients. Sometimes within therapy client information containing sensitive and personal detail is sent via email to you. In these cases such information will be attached in a password protected document.

Live Chat/Email Counselling

Clients may view, use, download and store the information from live chat and email for their own personal use. However, it is prohibited to re-distribute, publish, or otherwise make available the information provided in connection with these services to third parties without prior written consent from Yvette Wass.

Webcam

For webcam clients, a product called Zoom is used and provided by a US based company. Using this product may transfer data to the US or be accessible from the US. However Zoom is committed to privacy practices and compliance with the GDPR and are participants of the EU- US Privacy Shield and the Swiss-US Privacy Shield.

WEBSITE ANALYTICS

Google analytics is sometimes used to measure traffic on the website <https://relationshipwellbeinguk.co.uk>. Google have their own privacy policy which can be reviewed via https://static.googleusercontent.com/media/www.google.com/en/intl/en-GB/policies/privacy/google_privacy_policy_en-GB.pdf