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**Counselling and Psychotherapy with Alex Moseley
Working Agreement**

1. **Commitment and absences**

Our commitment is to meet every week for a 50 minute session on the day and time agreed. Continuity is important in therapy and I ask for two weeks’ notice if you are going to miss a session due to holidays or absences. If you need to cancel or reschedule a session, I will seek to offer an alternative day and time. It’s often a good idea to review at the 6 week point as to how our work seems to be going. I will give you as much notice as possible of any session that I have to cancel.

1. **Holidays**

On average, I take 6 weeks’ holiday per year, usually including 3 weeks in the summer and some time over December/January. I do not offer appointments on bank holidays.

1. **Payment**

I ask for payment to be made by bank transfer before the session. I will provide you with electronic payment details in an initial email, along with my privacy policy.

1. **Confidentiality and the limits of confidentiality**

What we discuss in our sessions is confidential. I have supervision from a qualified supervisor to help me to do the best possible work with you. I may talk about our work with them, while omitting any details that could identify you personally. In exceptional circumstances where I am concerned for your well-being, or that of others, I may find it necessary to seek help outside the therapeutic relationship. I would aim to speak to you about this first if at all possible.

1. **Planning the ending**

If you begin regular sessions and wish to stop, it is important to plan the ending. Please discuss this with me. I appreciate that it may feel difficult to discuss it, but people often say that the process leading up to the end of therapy can be as meaningful and rich as any other.

1. **Timings and running late**

Whether online or face to face, please don’t arrive before the scheduled start time, or more than five minutes before where there is a waiting area. If you’re running late and are able to, please do let me know by message to 07834 066150, and come before the scheduled end of your appointment. The session always ends on time and the full fee is due no matter how much of the session is missed.

1. **Emails, texts, calls & data protection**

I use email, mobile messaging and the telephone only for administration. If I am late replying

to an email, please message me via mobile in case the email didn’t arrive. Otherwise please bring any other communication to our session where we will have the opportunity to discuss it.

Please do read the privacy policy at the ‘what to expect’ page at [www.alexmoseleycounselling.co.uk](http://www.alexmoseleycounselling.co.uk).

1. **Ethics**

I am UKCP member 2011170656. I adhere to the UKCP code of ethics which you can read at [ukcp-code-of-ethics-and-professional-practice-2019.pdf](https://www.psychotherapy.org.uk/media/bkjdm33f/ukcp-code-of-ethics-and-professional-practice-2019.pdf). I encourage you to discuss any problems with me directly, which can become an important part of therapy. If you need to contact the UKCP to make a complaint, visit [www.psychotherapy.org.uk/ukcp-members/complaints/how-to-make-a-complaint/](http://www.psychotherapy.org.uk/ukcp-members/complaints/how-to-make-a-complaint/).

1. **Dealing with emergencies or crises**

As psychotherapy is not an emergency service, you will need to use your normal network of support. Part of our work near the start of therapy may be to put together a plan for who to contact and ask for support in case of an emergency or mental health ‘crisis’, which could include family and friends in the first instance, but also other agencies - such as your GP or Samaritans - depending on what you need at the time. It may be important to bring the difficulties you experienced to the attention of your therapist at the next session.

**Please email/return the following information to me:**

**Name:**

**Address:**

**D.O.B:**

**Phone:**

**Name and Address of GP:**

**Do I have your permission to contact your GP in an emergency? I will seek to talk to you first if possible.**

Yes/No/Other comments……………………………………………………………………………………………………………….

**Privacy policy for clients - Alex Moseley, Counsellor and Psychotherapist**

This policy outlines what data I will collect about you, how I will use it, how it will be stored and how long it will be kept for. It also outlines your rights regarding the data I collect.

**What will your data be used for?**

I will process your personal data to allow me to provide you with my services as your counsellor in supporting you in your mental and emotional health, and in achieving the counselling goals that we will agree in our sessions together. I will only use your data for the purpose for which it was collected.

**What data I collect and where I store it**

I will keep your phone number in my mobile phone and email address in my email software with the purpose of being able to communicate to support our work and arrange our meetings. I will delete your details from my phone and email after our work has finished. I will only access this data on devices that are password/passcode protected and which cannot be accessed without a password or passcode.

I will keep the following records on a secure password-protected electronic document that is stored solely on the hard drive of my personal computer:

* Details of the number of therapy sessions that you have with me
* Your contact details including address, phone number and email
* Details relating to your GP and your consent to contact them if I deem it necessary
* A regularly updated summary of our work based on conversations with my supervisor and in my supervision groups

I make ‘short notes’ after each session that help me to track our work, and which I will use as an aide-memoire to prepare for my meetings with my supervisor and in supervision groups. After each meeting, I will destroy these ‘short notes’.

**What happened to your data after our work finishes?**

I will not be contacting you after our therapeutic relationship has ended unless you give your permission for me to do so, either written or electronically. You can ask me to stop receiving any such communications services at any time by emailing hello@alexmoseleycounselling.co.uk or calling me on 07834 066150.

**Record Keeping and Insurance**

I have an insurance policy (Balens Health Professionals Policy), underwritten by Zurich Insurance plc. It is a condition of my Insurance Policy to take and retain client records.  I am expected to keep client records for at least 7 years after our last session together. I will destroy the records once the 7 year time period has passed.

**Who will I share your data with?**

I do share details of our work with my supervisor and supervision groups, with the aim of them supporting me in supporting you in our work together to the best of my ability. I do not give share ‘identifiable’ details eg surname, place of work.

I will only grant access to or share your data with anybody else where I am required or entitled to do so by law under lawful data processing. There are times when I may still need to share your information with others, for example:

* any stated purposes I tell you about when you supply me with information
* as part of my duty to protect a child, a vulnerable adult, yourself or the public
* providing your first name and phone number or email address to a fellow counsellor to contact you in the event of my death, serious illness or other reason why I may not be able to speak to you
* for the prevention and detection of a crime
* for the assessment of any tax or duty
* if I am required to do so by any court or law

If I decided that I may need to share your information with someone else, I would normally seek to speak to you by phone or communicate with you via email before taking any action.

**Breach of security**

I have a duty to report any breach to data security to the Information Commissioner’s Office (ICO) within 72 hours. For example, this would include incidents if my phone with your contact details is stolen, or if I lost my computer. If the breach is likely to adversely affect your rights and freedoms, I would seek to inform you without undue delay. There is more information on how I will respond to a data breach on the ICO website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/personal-data-breaches/>.

**Your rights**

**Right of erasure**

Under the GDPR legislation, you have a ‘right of erasure’ to ask for records to be destroyed. If there were any potential conflict of opinion between us about retaining your records, I would consult the BACP (British Association for Counselling and Psychotherapy) and Balens, my insurance company, for advice. There are limited conditions when the ‘right of erasure’ does not apply – for example, to comply with a legal obligation. Please see <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-erasure/>.

**Right to see the data held about you**

You have a right to see any data that I hold about you at no charge. If you were to request access to your records, I would seek to talk to you about this in a therapy session first, when we could plan a time when you could read the notes with me. I would also seek to talk to my supervisor first to consider the potential implications for our work together. I am registered with the Information Commissioner’s Office.