

Mobile: 07743 401350

[sally.cloke@gmail.com](mailto:sally.cloke@gmail.com)

[www.sallycloke.co.uk](http://www.sallycloke.co.uk)

## Sally Cloke Discernment Counselling

### Terms and Conditions and Privacy Policy

By booking a consultation with Sally Cloke Counselling, you agree to be bound by the following terms and conditions:

### Booking

Discernment counselling sessions last between 2 and 1.5 hours. The first session is 2 hours, with further sessions to be agreed upon, with a maximum of 5.

### Payment

Payment is kindly requested at least 24 hours before the appointment, either by booking online or by bank transfer. Partners are deemed to be jointly responsible for the payment of the session fees.

### Cancellation Policy

Our working contract ensures that your appointment is secured solely for you while we work together. Therefore, a **24-hour advance notice is required for cancellations**. If you cancel less than 24 hours before your appointment or do not show up for a scheduled appointment, you will remain liable and charged the **FULL FEE** for that session. If you are late for a session, you will be given the remainder of the session and will be charged for a full session.

### Conduct of Sessions

Sessions begin and end at the appointment times agreed in advance. It is the client's responsibility to arrive on time and will normally not run over in the event of a late arrival.

I aim to provide a safe environment in which to explore relationships. I therefore kindly request that clients:

1. Conduct themselves with due respect to all parties attending sessions, and avoid blaming, threatening, or otherwise abusive language or behaviour.
2. Refrain from using 'phones, tablets and similar devices during sessions.
3. Commit to the counselling process and its aims (as mutually agreed by all parties concerned) throughout the period during which sessions are undertaken, both during and outside session times.

### **Confidentiality**

Counselling involves the discussion of sensitive, personal information. This information, in conjunction with the identity of the client, will not be disclosed to external parties other than in the following exceptional circumstances, reserves the right, or may be bound by law, to break confidentiality.

- 1) Everything shared with me will remain confidential, although I do share with my supervisor to ensure ethical practice on my part. Where I suspect harm to either of you or to others, I have a duty of care and will consult with my supervisor and /or GP or other health professional. I will always attempt to discuss this with my client beforehand under certain circumstances (e.g., where life is at risk), this may not be possible.
- 2) In addition, Confidentiality will be suspended if they were/are involved in or have information about acts of Terrorism either being planned, or which have already taken place. I am legally obliged to inform the police without giving notice to the client. (Terrorism Act 2000, section 38B)
- 3) Where the courts or the police order or require the disclosure of information (e.g., where a client has information about the whereabouts of a missing child who is in care – section 50 Children Act 1989), Sally Cloke Couples Counselling would need to consider whether breaking confidentiality is required.
- 4) Where Sally Cloke Couples Counselling receives a specific written request from the one of the clients to share information with a named third party (e.g.,

a legal representative).

In accordance with recognised working practices, Sally Cloke Counselling may consult a third-party counselling professional for supervision of their work. In such instances, while actual scenarios presented by clients may be shared, the identity of clients will not be disclosed.

## **Data Protection Privacy Notice - What personal data do I hold?**

Sally Cloke Counselling holds client personal data, which may include name, email address, telephone number, age, partner's name (where appropriate), relationship status, number of children, details about relationship issues, mental health status, addictions, use of recreational drugs, domestic abuse, self-harming and suicide risk.

### **Where does personal data come from?**

Prospective and current clients supply personal data when contacting Sally Cloke Counselling by email, completing a form on our website, or completing a questionnaire.

### **With whom do I share personal data?**

Sally Cloke Counselling endeavours to ensure that personal data is stored securely and confidentially and used safely and ethically, in line with EU General Data Protection Regulations, May 2018. Sally Cloke Counselling does not share personal data with other parties without client consent, except for the circumstances detailed in my confidentiality policy (outlined above). The security of personal data sent to us via third-party systems, such as email, necessarily lies outside our control, so clients should be aware of any attendant risks to their personal data by using such systems. For the purposes of the General Data Protection Regulations (GDPR) 2018, the 'Data Controllers' is Sally Cloke.

### **What do I use personal data for?**

Sally Cloke Counselling uses your personal data for the following:

To respond to prospective clients with information when they have expressed an interest in our services, including arranging an appointment.

To request further information from prospective clients or suggest further action.

To understand how best to support clients through counselling. This practice is in accordance with professional guidelines and necessarily requires the client to disclose sensitive personal information.

### **Consent, data retention and disposal**

By freely submitting personal data, a client is deemed to have consented to Sally Cloke using personal data under the terms outlined in this Privacy Notice.

I retain personal data for a maximum period of seven years, as required for the exercise or defence of legal claims, after which it is deleted or otherwise disposed of as confidential waste.

### **Your rights**

In accordance with the General Data Protection Regulation 2018, clients have the following rights:

To be informed about my collection and use of your personal data.

To make a verbal or written request to access your personal data held by me and for me to supply this free of charge within one month.

To have inaccurate personal data held by us rectified or completed if incomplete.

To request verbally or in writing that we erase your personal data held by me.

To request verbally or in writing to have your personal data held by me restricted or suppressed.

To transfer any personal data previously provided to me to another party.

To object to my processing of personal data held by me and to stop its use for specific purposes, such as direct marketing.

Not to have your personal data subject to automated decision-making processes other than those allowed under GDPR Article 22.

**Compliance Issues**

Please contact Sally Cloke Counselling should you have any questions or concerns about how I collect or use personal data.

**Sally Cloke Couple Counselling reserve the right to amend terms & conditions from time to time without prior notice.**

**Signed:**.....

**Dated:**.....