



Family Guidance Counselling Agreement

Session Times and Frequency

We will meet (day/frequency/time)..... and each session will last 1 hour.
All sessions will be held at:

Fees & Payment

The cost of the sessions is £65 per 1 hour session. This fee is payable by bank transfer and is due in advance of booked sessions.

K L Kollgaard

Sort code: XX-XX-XX

Account number: XXXXXXXX

Cancellation

Please give no less than 48 hours' notice if you are unable to attend a session. If less than 48 hours' notice is given, you will still be charged for the session. This is because I am unlikely to be able to book in another client at short notice and still need to cover the room rental costs.

I will commit to attending all appointments that we arrange. There are times that I will not be available due to training events, annual holiday, external appointments etc. and I will give you a minimum of 2 weeks' notice of these dates. There may also be occasions when I cannot give you your session because of illness and I will try to give you as much notice as possible of any cancellation.

In the normal course of events, you will probably know when you are ready to finish counselling, and we will agree together on any work we need to do together to prepare for this.

Confidentiality and the Limits of Confidentiality

All counselling appointments are confidential, between yourself and your therapist, with the following limitations:

- I discuss my therapeutic work with a supervisor.
- I sometimes need to record sessions for supervision purposes (see below).
- I may become aware of issues related to safeguarding children during the counselling which will override my duty of confidentiality to you.
- If I have knowledge to suppose you might be involved in a crime under the terror act or if I am asked directly by the police about certain offences, I may be obliged to give them the information.

Ethics and Code of Conduct

I am a certified family guidance counsellor (certified at Blackbird Institute, Copenhagen, Denmark – www.blackbirdinstitute.dk). I work in accordance with the ethical framework for good practice in Counselling and Psychotherapy, as laid down by the Danish Association of Psychotherapy and its British counterpart: The British Association of Counselling and Psychotherapy (BACP). A copy of the ethical framework for good practice in Counselling and Psychotherapy can be found on the BACP's web site at http://www.bacp.co.uk/ethical_framework. I hold professional indemnity and personal liability insurance in accordance with professional standards requirements.



GDPR and Privacy Notice

Under the terms of the General Data Protection Regulations (GDPR), I am obliged to handle your personal data in a certain way. This privacy notice is to let you know how I promise to look after your personal information. This includes what you tell me about yourself and what I learn by having you as a client. I am required to:

- a) Tell you the details of the type of personal data I may hold about you.
- b) The purpose for which I hold that personal data.
- c) Where your personal data is being held.
- d) Advise you of your rights in relation to your personal data.

What data do I need, why do I need it and how do I store it?

I require your name, email address and telephone number. I store the information electronically on a password-protected computer. I do not store any written notes from our sessions together, but I may need your permission to record some of our sessions for supervision purposes and as part of my training and professional development.

Video recordings

Video recordings are always stored privately on a password-protected phone or computer. They will never be shared or transferred via open or public platforms, or used for any purposes beyond those described here. Videos will be stored only for as long as necessary for supervision purposes, and will then be deleted. Video recordings will only be seen by me, your counsellor, and my supervisor. We are bound by confidentiality laws. When video is used in supervision, only small clips from our sessions (normally 8-10 minutes) will be watched back. The purpose of watching them is for me to reflect on my own practice and receive advice so I can improve as a counsellor. I will always alert you before recording a session, and you are entitled to withdraw your consent for me to record our sessions at any time before, during or after our sessions and without warning.

When signing this agreement, you agree that you have read and understood the above terms, and that you give your consent to me, on occasion, recording our sessions.

Your Personal Data Rights

As a data subject, you have rights under the GDPR in relation to your personal data. At any time, you may:

- a) Request access to your personal data.
- b) Request any rectifications of your personal data to be made or to correct any inaccuracies in your information.
- c) Request your personal data to be erased, meaning you have the right to be forgotten, although this would affect the validity of your assessment in a future possible legal action should I be called to court.
- d) Complain to the Information Commissioner's Office (ICO) at any time if you believe your personal data has been mishandled.
- e) Request to be advised of the consequences of refusing to provide me with your personal data.

What I may need from you

I may need to request specific information from you to help me confirm your identity and ensure your right to access your personal data. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. I may also contact you to ask you for further information in relation to your request to speed up a response.



Counsellor & Client Consent

I agree to undertake counselling in accordance with the terms outlined above.

Client's signature:

I, Kirstine Kollgaard, agree to provide a counselling service in accordance with the terms outlined above.

Counsellor's signature:

Dated:.....