

APPOINTMENTS

Sessions may be booked on an ad-hoc basis by mutual consent.

Rebecca offers appointments both in clinic and online.

PAYMENT

Payment is kindly requested on the day of the appointment. We take payment as cash, cheque, bank transfer or PayPal.

Couple partners are deemed to be jointly liable for the payment of session fees. If either partner does not pay for the session, the other partner will be liable for the whole session fee.

CANCELLATION POLICY

Due to the success of the clinic and the high demand for the services on offer, we have a strict cancellation policy in place. Cancellations with less than 24 hours notice will incur a 100% charge which will be invoiced to the client.

CONFIDENTIALITY (please also refer to our Data Protection Privacy Notice)

Michael and Rebecca maintain a fully confidential service.

Our sessions involve the discussion of sensitive, personal information. This information, in conjunction with the identity of the client, will not be disclosed by Michael or Rebecca to external parties, other than in the following exceptional circumstances, under which Michael and/or Rebecca reserves the right, or may be bound by law, to break confidentiality ;

i) Where Michael and/or Rebecca has reason to believe that there is a serious risk of harm to a client or others with whom a client may come into contact. Under these circumstances, they may need to consult a supervisor and/or contact the client's GP or other health professional, or in

emergency situations call the police. Michael and Rebecca will always endeavour to discuss this with the client beforehand, but under certain circumstances (e.g., where life is at risk) this may not be possible;

ii) Where a client informs Michael and/or Rebecca that they were/are involved in, or have information about acts of terrorism, either being planned or which have already taken place, Michael and Rebecca are legally obliged to inform the police, without giving notice to the client (Terrorism Act 2000, section 38B);

iii) 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), Michael and/or Rebecca would need to consider whether breaking confidentiality is required;

iv) Where Michael and/or Rebecca receives a specific written request from the client to share information with a named third party (e.g., a legal representative).

Please be aware that the use of third-party online services necessarily has implications for security and confidentiality. Michael and Rebecca accept no liability whatsoever for any such breaches that may occur in the course of, or as a result of using their services.

In accordance with recognised working practices, Michael and/or Rebecca may consult a third party professional, for supervision of their work. In such instances, while actual scenarios presented with clients may be shared, the identity of clients will not be disclosed.

CONFIDENTIALITY AND COUPLES

Rebecca maintains a fully confidential coaching service.

Historically, client confidentiality has been one of the greatest ethical obligations, owed by the therapist; both to protect clients and to allow clients to speak freely and safely without fear of social condemnation or retribution. The duty to maintain confidentiality is set down within the code and ethics by virtually all professional therapy organisations. Without such a policy, either partner may feel unable to begin to raise fundamental issues, which, with the agreement of the client and support from the therapist, might ultimately be successfully addressed in a subsequent couple session.

Sometimes partners may attend some individual sessions with Rebecca. Under these circumstances, if either partner reveals information to Rebecca that they do not wish their partner to know, complete confidentiality will be maintained.

The same policy will apply to any private communication that might take place between either partner and Rebecca outside session times, or when only one partner is present for a couples session.

While confidentiality will be respected - where Rebecca believes that disclosure of the information is in the best interests of the relationship, she will strongly encourage the client to reveal the private information to their partner.

The matter of whether or not a partner has requested or attended an individual session (or otherwise communicated private information to Rebecca) is not subject to confidentiality.

GENERAL DATA PROTECTION REGULATION (GDPR) - PRIVACY NOTICE

By law, we are required to inform you of how we plan to use and store the data that you provide.

What personal data do we hold?

We hold personal data that may relate to your name, address, e mail address, telephone numbers, date of birth, relationship status, number of children, mental health status, wider contact details including GP name and address and data relating to health and lifestyle.

Where does personal data come from?

Prospective and current clients supply personal data when contacting Michael and/or Rebecca by telephone, e mail or completing questionnaires.

With whom do we share personal data?

We endeavour to ensure that personal data is stored securely and confidentially, and is used in a safe and ethical manner, in line with the U.K. Data Protection Act 2018. We do not share personal data with other parties without client consent.

The security of personal data sent to us via third-party systems such as text, What's App, e mail etc, lies outside our control, and so clients should be aware of any attendant risks to their personal data using such systems. For the purposes of the General Data Protection Regulations (GDPR) 2018, the 'Data Controllers' are Michael Lloyd and Rebecca Smith (separately).

What do we use personal data for?

Michael and Rebecca will only use personal data for the purpose that which it was collected, in the following ways;

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

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

To understand how best to support clients through offered services. For example, the information a client might provide through completing questionnaires, helps us to determine how to proceed in working with them. This practice is in accordance with professional guidelines and necessarily requires the client to disclose sensitive personal information.

To allow us to provide clients with the best plan possible in delivering care for aspects of their health.

To manage future communications from us to clients in between visits to the clinic.

Consent, data retention and disposal

By freely submitting personal data, a client is deemed to have consented to Michael and/or Rebecca using personal data under the terms outlined in this Privacy Notice.

Personal data is retained by us for a minimum of seven years and for a maximum of ten years, as required for the exercise or defence of legal claims, after which it is deleted, or otherwise disposed of as confidential waste.

Your data rights

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

To be informed about our collection and use of your personal data;

To make a verbal or written request to access your personal data held by us, and for us to supply this free of charge within 1 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 us ;

To request verbally or in writing, to have your personal data held by us restricted or suppressed ;

To transfer any personal data previously provided to us to another party ;

To object to our processing of personal data held by us, 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.

Please contact us should you have any questions or concerns about the ways in which we collect or use personal data.

OTHER

Success of any therapies or programmes offered at the clinic depends entirely on an individuals commitment to the attendance of the session and following action plans agreed between practitioner and client.

Please note that any nutritional supplements, books, flower remedies, crystals, essential oils etc will be charged for separately.

If you require any further information with regard to our appointment structure, fees or anything else, please do not hesitate to contact us.

We reserve the right to amend terms and conditions from time to time without prior notice.