



Confidentiality, Terms and Conditions, Therapy Agreement

Maintaining your confidentiality is our priority. All information about you or our work together will remain confidential within Connecting Minds Ltd.

Exceptions:

Legal obligations and a duty of care: There may be occasions where we are required to share data for legal purposes that are in line with my code of conduct. This includes if we are required by law to share data about you, if we are concerned about a child or vulnerable adult, if you present as an imminent risk to yourself or others, i.e. expressing intent to harm or kill yourself or someone else.

Data Sharing: With your prior consent, we will only share relevant data with our associate practitioners for the purpose of onward referral. Your information will be processed and stored within their own data protection policies and procedures. Please refer to our [data protection](#) and [data retention policy](#) in accordance with the Data Protection (Jersey) Law 2018.

The referrer: If you are referred by a third party to our service, and with your consent, it may be helpful to periodically write to your referrer or other agencies involved in your treatment.

Clinical supervision: In accordance with usual clinical practice, clinical supervision provides an opportunity to reflect on our work together and our clinical practice with another professional (clinical supervisor) on a monthly basis. It is necessary to ensure we are practising effectively so that you get the best possible outcomes from our sessions.

To protect your privacy, we will not use your real name or any directly identifiable data.

Third parties: If you are claiming the cost of sessions through your insurance company or a third party, it may be necessary for us to share details of our session dates for the purpose of invoicing. We may also be required to provide some details as to your treatment and progress. This may be necessary to secure further funding for treatment. In such instances, we will share the minimum amount of data necessary, having discussed this with you first.

Clinical wills: We are required by our professional bodies to have a formal written document detailing what will happen if we are unexpectedly unable to practice. This is to ensure that you are appropriately informed and supported if your therapy suddenly ceases.

An executor of the clinical will has been appointed to inform you of such events. To do so, they will have access to your personal information, i.e. contact details, which are stored separately and securely in accordance with the principles of the Data Protection (Jersey) Law 2018. They will only be able to access this information if the need arises.

All Connecting Minds practitioners are individually registered as Data Controllers with the Jersey Office of Information Commissioner and are fully insured to practice.

Payment Terms and Conditions:

Payment is required prior to or immediately after each session or on occasion for sets of sessions.

Failure to pay may result in cancelling future sessions until payment is received. If you are facing challenges in paying, please let your therapist know we may be able to help.

Cancellations must be made with at least 48 hours notice before the session. Cancellations made 24-48 hours before will incur half the session charge. Cancellations made within 24 hours will incur the full charge.

Your details

Title: **Forename:** **Surname**

Date of Birth:

Address:

Line 1:

Line 2:

City:

Post Code:

Telephone: *please enter at least one number*

Home:

Mobile:

Email:

GP: **Surgery:**

Do you have private medical insurance? YES / NO

Insurance company name:

Membership Number:

Claim Number:

Agreement:

I have read and agree to Connecting Minds LTD terms and conditions of service. I understand that insurance companies will not cover the fee for cancellations, and this will be my responsibility to cover.

Sign:

I understand that in the event of my therapy suddenly ceases due to my clinical being incapacitated that I will be contacted by the executor of the clinical will.

Sign:

I permit you to contact my GP if this is mutually agreed between us. Y/N

Sign:

I give permission to be contacted via: *please circle your preferences.*

Telephone, including texts	Y/N
WhatsApp	Y/N
Email	Y/N
Post	Y/N

Please complete, sign and return this form.

Privacy Notice

Connecting Minds Limited referred to as 'Connecting Minds, 'we' or 'our' are the Data Controllers. At Connecting Minds we want to make it easy for you to understand what we do with your information. You are the Data Subject, which means the information we collect may identify you as an individual.

When you contact us, get referred for our services, book a session with us, take part in therapy and well-being sessions, or join our webinar coaching and mentoring training courses we collect personal information from you. We only collect information needed to provide the service you want. This would normally consist of:

- name
- email address
- phone number
- contact details
- business/home address,
- billing information.
- therapy session notes/summary (will contain sensitive data on your health and wellbeing when communicated at a session)
- card details for payment

For us to keep this information we need a lawful basis. The main basis we rely on is 'Contract', Where you have entered into a contract with us to provide you with a service. You can object to processing at any time, by contacting dataprotection@connectingminds.je

We only keep your information for as long as we need it. We have a retention schedule for all the information we hold. You can request a copy of this at any time.

We store your information on our computer systems that have the highest protection available.

You have several rights as an individual under the Data Protection (Jersey) Law 2018. These rights include:

- Right to be informed,
- Right to access,
- Right to object,
- Right to restrict how we process your information,
- Right to have any inaccurate or incomplete data corrected,
- Right to be forgotten
- Right to portability and
- Right to object to automated processing

You can contact us at any time and request the information we hold about you. We will provide this in the first instance free of charge and within 4 weeks of verifying your identification. If you are not known to us, we will request a photographic ID and proof of address.

If you have any questions about our Privacy Notice or how we use your information, contact our Data Protection Manager at dataprotection@connectingminds.je

If you are not happy with the way we have processed your data and want to make a complaint, please get in touch with us or the Jersey Office of the Information Commissioner at enquiries@jerseyoic.org

If you want our detailed [Privacy Notice](#), **please ask us for a copy, and we will send it to you.**