

Client Confidentiality Policy

At Hope Therapy & Counselling Services, we are committed to ensuring personal information and therapy sessions remain confidential. This policy outlines our approach to confidentiality.

1. How Confidentiality Works in Your Therapy

- The counsellors we work with are independent affiliate counsellors, which means that while Hope Therapy & Counselling Services facilitates your initial connection with a therapist, the therapist is responsible for maintaining the confidentiality of your sessions and records.
- Your therapist will not share specific details of your sessions with Hope Therapy & Counselling Services. The content of your therapy remains strictly between you and your therapist.
- Hope Therapy & Counselling Services will only be aware of key administrative details, such as your name, contact information, appointment schedules, and payment status, to ensure smooth coordination of your therapy.

2. How We Handle Your Information

- Hope Therapy & Counselling Services securely collects and passes on your initial contact details and presenting concerns to your therapist so they can prepare for your sessions.
- We do not record or retain any notes from your sessions. Your therapist is responsible for securely handling session records in accordance with professional and legal standards.
- Hope Therapy & Counselling Services will communicate with you regarding appointment scheduling, payment receipts, and administrative matters but will not request or store any clinical details about your therapy.

3. Confidentiality and Your Counsellor

- As independent professionals, all affiliate counsellors working with Hope Therapy & Counselling Services are responsible for upholding confidentiality in line with their professional ethical codes and legal obligations.
- Your therapist will securely store any session notes they take, and these will not be shared with Hope Therapy & Counselling Services.
- Counsellors will not disclose information about your therapy to any third party without your explicit consent, except in the cases outlined in the “Limits to Confidentiality” section.
- Each counsellor is bound by the policies of their professional accrediting body (such as the BACP, UKCP, or equivalent), which requires strict confidentiality practices.
- If you have any concerns about how your information is handled, you can raise these directly with your therapist or contact Hope Therapy & Counselling Services for further guidance.

4. Limits to Confidentiality

There are certain circumstances where confidentiality may need to be breached. These include:

a) Risk of Harm

If your therapist believes that you, or someone else, is at serious risk of harm, they have a legal and ethical duty to act. This may involve sharing information with relevant authorities (e.g., emergency services, your GP, or safeguarding teams) to ensure safety.

b) Legal and Ethical Obligations

In specific legal situations, your therapist may be required to disclose information, including:

- If ordered by a court to provide information.
- If you disclose involvement in serious criminal activities (such as terrorism, drug trafficking, or money laundering), which must be reported by law.
- If concerns about child abuse or the abuse of a vulnerable adult arise, therapists are legally required to report this to safeguarding authorities.

c) Therapist Supervision and Professional Development

- All therapists engage in professional supervision to ensure they provide high-quality care.
- During supervision, cases may be discussed anonymously, with no identifiable details shared.
- Supervisors are also bound by confidentiality agreements.

d) Communication with Hope Therapy & Counselling Services

- If a therapist has concerns about your safety or a safeguarding issue arises, they may need to inform Hope Therapy & Counselling Services to ensure appropriate action is taken. However, only the necessary details will be shared.
- In cases where confidentiality is breached, your therapist will aim to discuss this with you first whenever possible.

5. Your Rights Over Your Information

- You have rights regarding your personal data, including:
- The right to access any records held by your therapist.
- The right to correct inaccurate information.
- The right to request deletion of your data (subject to legal retention requirements).
- The right to withdraw consent for your information to be stored or shared (except where legal obligations apply).

Contact Us

If you have any questions or concerns regarding our Confidentiality Policy, or if you need additional support in accessing our services, please do not hesitate to contact us. We are here to help.

Thank you for choosing Hope Therapy & Counselling Services. We look forward to working with you.