



Inspirational Change Therapies Ltd

Terms and Conditions of Service

These terms and conditions of service for Inspirational Change Therapies Ltd are set out to confirm that clients understand the psychological therapy services to be carried out, the costs involved, the time scale set for payments and the issues regarding data protection.

All client contact details and sensitive data provided by, or related to, a client is always treated as strictly confidential and shall not be used for any purpose other than to perform our services under these terms, or where explicit consent has been given.

Psychological Therapy Services

This would involve an assessment to inform a shared understanding of the current presenting difficulties. We will agree initial number of sessions with you which will be reviewed with you towards the end. Sessions are usually planned weekly. If you do not attend a session without informing us, we will contact you. Please note that you may have to pay the full charge of the session if you do not cancel 24 hours in advance. We will agree your therapy goal/goals that you would like to be the focus of our work. For us to achieve the best outcome from the treatment we ask that you complete out of session work/practice that has been discussed in therapy. You would be asked to complete questionnaires to help us monitor your progress.

Fees

Professional/Clinical Time: £ 65 per hour
Travel time: £ TBC per hour
Mileage: £ TBC per mile

These rates will be charged for all professional time which may include:

- Psychological therapy visits/telehealth assessments, treatment, reviews, meetings, sessions with parent(s) / carer(s).
- Communications - telephone calls, emails, text messages, telehealth.
- Record keeping - handwritten and typed documentation, file note entries, reports, treatment programmes, letters.
- Preparations – treatment planning, reading documentation, lengthy emails, sourcing equipment and services, arranging and coordinating appointments.

Payment of Fees (Companies and organisations)

- Payment terms are 30 days from date of invoice.
- Invoices are issued at the beginning of each month, to be paid via Paypal [or by bank transfer].
- Services may be withdrawn at any time if payment remains outstanding.
- Inspirational Change Therapies Ltd reserves the right to charge interest on overdue accounts at [the current rate under the Late Payment of Commercial Debts (Interest) Act



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1998] OR [the rate of 8%]. Inspirational Change Therapies Ltd also reserves the right to terminate this engagement and cease acting if payment of any fees billed is unduly delayed.

Payment of Fees - Self -Funding

Professional/Clinical Time: £65 per session (50 minutes).

Sessions are currently being offered remotely via telephone or secure video conferencing due to the Covid-19 pandemic.

Payment is by bank transfer before each session or you could pay the agreed sessions in bulk via bank transfer.



Inspirational Change Therapies Ltd

Terms and Conditions of Service

Private Medical Insurance

If you hold Private Medical Insurance (PMI), please check the reimbursement level that will be available to you from your relevant provider for the therapy. If your PMI reimbursement does not cover the fee in full, you must pay the difference between the fee and the PMI reimbursement.

If you have not already done so, please inform us of your PMI's Authorisation Code and of the limits to the funding available.

PMI invoices are raised monthly in arrears. Payment is due 14 days from the date of the invoice. Please promptly forward the invoice to your PMI provider in order for them to process payment.

Cancellation policy

Cancellation policy – You must give 24 hours' notice or more if you need to cancel an appointment. Depending on your referral pathway charges may apply and your treatment may be placed on hold if you fail to attend or provide less than 24 hours' notice. Exception will be made in the case of the onset of illness within that time, however any expenses incurred by the therapist prior to notice will be charged for.

We will endeavour to give you as much advance notice as possible in terms of holidays or of any need to cancel a future appointment.

Termination of Treatment

Should the client decide to terminate treatment with Inspirational Change Therapies Ltd, the above cancellation policy will still apply and upon termination the Client shall immediately pay all of their outstanding unpaid invoices (plus interest where applicable) and, in respect of Services supplied but for which no invoice has been submitted, Inspirational Change Therapies Ltd shall submit an invoice, which shall be payable by the Client immediately on receipt.



INSPIRATIONAL
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Inspirational Change Therapies Ltd Terms and Conditions of Service

Data Protection

Inspirational Change Therapies Ltd is registered as a Data Controller with the ICO. Please see the attached Privacy Statement for full details of our Data Protection practices and your rights.

If you have any questions, with regards to our Terms and Conditions, please do not hesitate to contact us.

I confirm and give consent to Inspirational Change Therapies Ltd carrying out psychological therapy services as per these terms.

Name:

Signature:

Date:



Inspirational Change Therapies Ltd

Privacy Statement

Inspirational Change Therapies Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when working with Inspirational Change Therapies Ltd, you can be assured that it will only be used in accordance with this privacy statement.

Name and contact details of the Data Controller:	Inspirational Change Therapies Limited Directors – Susana Oppey and Isaac Oppey T: 07506 092 057 / 01622394327 E: info@inspirationalchangetherapies.com
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Why we collect and process your data:

- Contract – we have a contract in place with you to deliver services, for which we need to process your personal data in order to meet our contractual obligation.
- Legal Obligation – as healthcare professionals, we are required to keep appropriate clinical records by law and we are obligated to inform the relevant authorities where we feel you are, or are placing others, at risk of harm.
- Consent - We ask for your consent to process your data in certain ways, including sharing your data, taking audio recordings, or email marketing.

How and what information is collected about you:

We may collect the following information by email, telephone call, by post, questionnaires / forms, or in-person. Data may also be provided to us by third-party referrals.

- Name
- Date of Birth
- Gender identity
- Sexual orientation?
- Ethnicity data?
- Contact details (address, email, telephone)
- Medical history, lifestyle information, health and wellbeing details
- Family/social circumstances
- Clinical Reports from other healthcare professionals
- Names of key people to you and their contact details (email, phone), e.g. family members, support workers, etc.
- Education Provider / Employer details, as applicable
- Details of your referral provider, where applicable.
- Voice recordings (only when required and with your consent)

What we do with the information we gather and what it is used for:

- Communicating with you regarding your treatment.
- Professional clinical record keeping of client information.
- Provision of psychological therapy services.
- Sharing your information with relevant parties, when necessary.

We will not sell, distribute or lease your personal information to third parties unless we have your explicit permission or are required by law to do so. Employees, associates and agents of Inspirational Change Therapies Ltd may be given access to any Personal Information which we collect, but their use shall be limited to the performance of their duties and in line with the reason for processing.



Inspirational Change Therapies Ltd

Privacy Statement

Your Rights

- Where you have given your consent to us processing your data, you have a right to withdraw your consent to any further processing.
- Unless we are operating under a Legal Obligation, you have a right to request your data to be transferred to another organisation or erased from our records.

If you wish to withdraw consent or request a transfer or erasure of your data, please email info@inspirationalchangetherapies.com.

We will always give you the opportunity to opt out of future marketing whenever we send you marketing material, or you can opt out at any time by contacting us.

How you can access your information

You may request details of personal information which we hold about you under the General Data Protection Regulation. If you would like a copy of the information held on you please write to Susana Oppey, at Inspirational Change Therapies Ltd, 56 Oxford Road, Maidstone, Kent, ME15 8DJ or email info@inspirationalchangetherapies.com. There is no charge for this service.

How long we keep your information for:

Inspirational Change Therapies Ltd will retain personal data for 7 years for adults and 7 years following their 18th birthday for children, unless upon review it is deemed necessary to retain it for a longer period.

Data Transfer Outside the European Union

In some instances, it may be necessary for us to transfer your data outside of the European Union, or to countries not approved by the ICO. Where this is the case, we may seek further consent from you to do this. In all instances, we will take all steps necessary to safeguard your information and ensure that your data protection rights are maintained.

Security

We are committed to ensuring that your information is secure. Inspirational Change Therapies Ltd will continue to meet its GDPR obligations in relation to the security of processing, the notification of personal data breaches and data protection impact assessments.

Audits and Inspections

Inspirational Change Therapies Ltd will submit to audits and inspections, providing all necessary information to ensure it meets the Article 28 obligations, always cooperating with supervisory authorities (such as the ICO).

Right to Complain

If you have a concern about our information practices, you have a right to complain. You can do so by contacting the Information Commissioners Office on 0303 123 1113 or by visiting www.ico.org.uk.