**Therapist**

Melanie Cawthorn

Contact: 07341 947 744

Email: mcawthorn.counselling@gmail.com

Further information can be found on my website: [https://mc-psychotherapypractice.co.uk](https://mc-psychotherapypractice.co.uk/)

**Clinic:**

Cambridge Centre for CBT

Anstey Hall Courtyard,

Maris Lane, Trumpington,

Cambridge, CB2 9LG

**Information regarding therapy**

**Session Duration**

Sessions will last between 30 -55 mins at the rate agreed with you for your chosen day and venue, unless it has been agreed beforehand to have a 90 min session. If sessions are over 55mins and up to 65 mins, then no additional fees will be liable.

**Fees**

**All sessions will incur the following fees, irrespective of duration, including assessment/initial consultations appointments**

CBT & IPT Fees: Weekdays £95; Sundays £105.

EMDR Fees: £100 for up to 60min session

EMDR Fees: £145 for up to 90mins

Please ensure that fees are paid in **advance** via BACS. Payments on the day as cash will be accepted.

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Sort code 20-16-12

Acc 83971147

Please place your name as a reference

**Refunds**

Fees paid in advance of the session are none refundable and will **only** be refunded if there is more than 24hrs notice of cancellation of the appointment.

Fees are none refundable if you decide that you do not wish to proceed with therapy after the initial sessions.

Fees are none refundable where sessions last between 30-55 mins.

Therapy sessions are booked in good faith consequently the appointment cannot be offered to anyone else, therefore late cancellations, missed appointments lead to loss of income.

**Insurance claims**

Please bring your membership/policy number, authorisation code and number of sessions agreed with your insurers to this appointment.

On occasion, members are required to pay an excess on their policy, therefore it would be helpful to check if excess fees are liable on your policy that you required to pay on the day of your appointment.

**Cancellations**

If you need to cancel the appointment, please give 24hrs notice otherwise fees will still be payable.

If you need to cancel an appointment, I can be contacted via [melanie@cambridgecbt.com](mailto:melanie@cambridgecbt.com) or [mcawthorn.counselling@gmail.com](mailto:mcawthorn.counselling@gmail.com)

or via mobile on 07341 947744

**Insurance companies cancellation**: Please note that Insurance companies do not pay for missed appointments, therefore if you cancel with less than 24hrs notice, you will be liable for the missed session fees.

**Unattended appointments**: These are chargeable and will be due at the next attended session or directly via invoice.

**Confidentiality**

Your therapy and personal information are kept securely. Information but not names will be shared with my supervisor who is also appropriately accredited and who regularly reviews my practice. Confidentiality will be broken if I have concerns that you or anyone else is at risk, with reference to any child protection issues. If this occurs I will discuss this with you in the session and recommendations will be discussed and documented in your notes.

As a fully accredited member of the BABCP, I adhere to their ethical framework and guidelines to ensure that you receive a professional and quality service.

**Information we collect about you and how we use it**

Information that you provide by filling in forms on my website www.mc-psychotherapypractice.co.uk.co.uk (our "site"). This includes information provided at the time of registering for an appointment, requesting further services or information.

If your personal data is held on computers or similar electronic devices, these devices are password protected. If your personal data is contained in physical letters, documents / forms or similar, these documents will be filed in lockable cabinets, in lockable rooms, in a building where public access is restricted.

Upon starting therapy, basic personal information will be collected for contact and identification reasons. If you contact me by letter or similar electronic means (email), I may keep a record of that correspondence; If you contact me by telephone or text message, I may keep a record of these conversations for training/therapy/supervision purposes.

During our therapy meetings, an assessment of your psychological health will be completed, and notes will be taken during sessions. These will include personal and sensitive details about your life. The assessment and notes are used solely for the delivery of a therapy service to you.

Your information may be used in the case of any investigation and/or defence of potential complaints and legal proceedings.

**Internet information**

I may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information. This is statistical data is purely about my users' browsing actions and patterns and does not identify any individual. This information is collected via Google Analytics and Google Maps.

Unfortunately, the transmission of information via the Internet is not completely secure. Although I will do my best to protect your personal data, I cannot guarantee the security of your data transmitted to my site; any transmission is at your own risk. Once I have received your information, I will use strict procedures and security features to try to prevent unauthorised access.

**Your rights**

You have rights relating to the information I hold to verify the accuracy or to ask for them to be supplemented, deleted, updated or corrected.  You have the right to request a copy of the information that I hold about you. If you would like a copy of some or all your personal information, please email or write to me via the contact details stated in this agreement. Information will be provided to you within 30 days.

We want to make sure that your information is accurate and up to date. You may ask me to correct or remove information you think is inaccurate. You have a right to request the transfer of your data to another individual or company.

**How long we keep your information for – data retention**

Your information is kept for the time necessary to provide the therapy service requested, however outside of this I will hold your details and session notes for a period of 8 years following the end of treatment to comply with legal obligations that are placed upon me by my insurers. In the case of a child under 13 then records will be kept 8 years after they reach the age of majority (18).  After this date, all data will be securely deleted.

Some of your personal data may be transferred to ‘SumUp’ for the purposes of processing your card payment information. By submitting your personal data, you agree to this transfer, storing or processing.

**Sharing of data**

There may be times where your information needs to be shared with 3rd parties.

Your information may be used to enable me to invoice you and/or insurance companies for my services as well as providing your GP or insurers with relevant information as required.

I will explicitly ask your consent before doing so, either written or verbal, and the data will be sent to 3rd parties securely. In the case of insurance companies and their request for information, please ensure you complete their consent to share information request forms for me to release relevant information regarding your claim to them.

A third party consent to share information form is available via my website or upon request.

**Security of your data**

Information will be kept securely and confidentially in line with the data retention policy as stated above.

**Lawful basis for processing your information**

The lawful basis for my holding and using your information is in relation to the delivery of a contract to you as a health care professional.

As an accredited member of BABCP I operate under a strict code of confidentiality.