



# Light House

Lou Hillier (BSc, MSc, C.Psychol)  
Chartered Counselling Psychologist



## CONFIDENTIALITY AGREEMENT

### A. CONFIDENTIALITY

1. I operate a paper-free service for all client information and correspondence. Online sessions may be recorded\* via Zoom and these recordings and all other personal information is stored/used in strict accordance with the Data Protection Act (<https://www.gov.uk/data-protection>). \*Please indicate below consent/no consent to have Zoom sessions recorded.
2. You can at any time request that your name, email address and any recordings be deleted from my records but I will need to keep non-identifiable information obtained during sessions for a period of 7 years, after which they will be permanently deleted.
3. Emails to [info@louhillier.co.uk](mailto:info@louhillier.co.uk), electronic notes and any recordings in relation to therapy sessions are saved to your personal file, which is password protected, and stored securely offline.
4. None of your personal information will be discussed or shared with any third party without your verbal consent, EXCEPT IN THE CIRCUMSTANCES DETAILED IN B. AND C. BELOW.

### B. EXCEPTIONS TO CONFIDENTIALITY

1. If you have been referred by a third party and if that third party is funding your treatment, it is usual practice for them to require a copy of the initial assessment and/or treatment progress reports. Deviations from usual practice can be negotiated with you but the minimum information required by the funding organisation cannot be negotiated.
2. You can request information be sent to third parties, in some cases a fee will be charged for this service.

### C. LIMITS TO CONFIDENTIALITY

Your consent will always be sought but I am legally obliged to release information to third parties with or without your consent in the following circumstances:

1. You provide information that indicates you may be in danger of being harmed by yourself or by another, or that others may be in danger of being harmed by yourself or by another.



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2. You provide information that indicates a child (or vulnerable adult) is either being abused/harmed or is in realistic danger of being abused/harmed in some way.
3. You provide information that indicates terrorism or other serious criminal offence is being committed or being planned.
4. You provide verifiable information that indicates an accredited mental health professional has behaved outside the standards of professional conduct and ethics, either towards yourself or another.
5. A subpoena for submission of clinical records is received by the courts.

By returning this document to Lou Hillier at [info@louhillier.co.uk](mailto:info@louhillier.co.uk), I confirm that this is my electronic signature and I understand and accept the Confidentiality, Exceptions and Limits to Confidentiality detailed in this document.

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(Client Name)

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(Client email)

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(Date)

\*I consent / I do not consent to online Zoom sessions being recorded.