

Client Contract & Informed Consent



Maggie Maher

www.maggiemahertherapy.com



MAGGIE MAHER

Psychotherapist and Counsellor

Please find below my contact details.



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[website](#)



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[LinkTree/maggiemaher](#)

Maggie Maher

CLIENT CONTRACT & INFORMED CONSENT

Welcome to my practice.

I would like to extend a warm welcome to you for choosing my practice for your counselling and therapy needs. I am committed to providing a safe, supportive, and nurturing environment where we can work together towards your mental and emotional wellbeing. Please read the below carefully as it forms an agreement as to how we work together and outlines my professional obligations.

Therapeutic Process and Nature of Therapy

The therapeutic process is collaborative and tailored to meet your unique needs and goals. It involves a series of structured conversations aimed at understanding your thoughts, feelings, behaviours, and experiences. It may involve exploring past events, current situations, or future aspirations. Please understand that therapy often requires active effort on your part, both during and outside our sessions, and progress can sometimes be slow and challenging.

Confidentiality

Confidentiality is a fundamental aspect of the therapy process. All information disclosed within sessions is generally confidential and will not be shared without your written consent. However, there are some legal exceptions to this rule. If I believe you are in danger of harming yourself or others and/or engaged in criminal activity I will make contact with the appropriate external agencies, however, I will discuss this with you first. Although rare, a court may order my testimony if it determines that the issues demand it.

Contact between sessions

I can only see you by prior appointment. Occasionally I may need to contact you for scheduling or billing arrangements. If you are unable to wait or require emergency or urgent professional assistance outside my normal working hours, please contact NHS direct telephone 111, your GP, the emergency services or the Samaritans freephone 116123.

CLIENT CONTRACT &

Frequency of Sessions

Sessions typically occur once a week at a mutually agreed time, and each session lasts for 50 minutes. The frequency of sessions may be adjusted based on your needs and progress.

Sickness, Cancellation & Missed Appointments

If you are unable to attend a scheduled session due to illness or other unforeseen circumstances, please provide at least 48 hours' notice via text or an email. Missed appointments or cancellations with less than 48 hours' notice will incur the full session fee. If you arrive late unfortunately I will not be able to extend the session, as this will affect my other appointments.

Fees & Payment

Fees for each session will be agreed upon prior to the start of therapy. Payment is due in advance by bank transfer. Current fees are £75 per session.

My fee structure is reviewed annually. I raise my fees for new clients at the start of the year and 6 months later for existing clients which is the start of the financial year.

Investing in psychotherapy is ultimately about taking responsibility for your health and wellbeing and it reflects the value you have chosen to place on your recovery and growth. If your financial situation changes or you find yourself having concerns about the money side of therapy, do feel free to bring any concerns to your sessions and we can spend time working through this in relationship with each other.

Bank details

The name of my account is Margaret Maher.

My bank details are, Starling Bank

Sort code 60-83-71

Account number 55788887

Refund Policy

I do not offer refunds

Confidentiality (Supervision)

I hold the contents of the sessions to be confidential; with the proviso that I receive clinical supervision at least ten times a year whereby I may discuss issues that arise in therapy (supervision is also bound by rules of confidentiality).

Code of Ethics

I am a member of the National Counselling and Psychotherapy Society and a link to their code of ethics can be found here: <https://ncps.com/about-us/code-of-ethics>. If you are ever unhappy with anything that has arisen in your therapy, please talk with me so that I can respond to your concerns. I will take your feedback seriously, and with care and respect. If you feel that I have breached my code of ethics, you can contact NCPS via the link above. My membership number is NCS21-01224.

Review Sessions

Periodically, we will have review sessions to assess your progress and make any necessary adjustments to your treatment plan. This is an opportunity for you to provide feedback and discuss any concerns or changes in your goals.

Ending Therapy

Ending therapy is a mutual decision based on your needs and progress. Ideally, it involves a discussion and a planned final session. However, you have the right to end therapy at any time.

Social Media

To protect your privacy and maintain the therapeutic relationship, I do not engage with clients through my **private** social media platforms. Please refrain from making direct contact with me via my private social media. See below for more information on my business profiles.

Privacy Policy

Your privacy is important to me. Apart from the aforementioned record keeping, I will not share any personal information about you without your explicit consent, unless required by law. For more detailed information, please refer to my [Privacy Policy](#) below.

Record Keeping

Your clinical records are kept securely and confidentially. They include basic contact information, session notes, any correspondence, and billing details. These records are kept for a period of seven years, in line with UK law, after which they are securely destroyed.

Use of Technology in Note Preparation

To ensure accurate and high-quality clinical record-keeping, I occasionally use secure, GDPR-compliant tools to assist in the drafting of session notes or therapy-related materials. These tools include the use of professional AI systems designed for business use only, not general consumer apps. They operate under a Data Processing Agreement and do not use your data for training or analysis.

I may record sessions using a secure method on an encrypted device, solely for the purpose of preparing written notes. These recordings are:

- Stored locally and never uploaded to cloud storage
- Deleted immediately once notes are prepared
- Never shared or used for any other purpose

You can withdraw consent at anytime.

This process supports the accuracy of record-keeping and documentation. It does not replace or automate any aspect of our therapeutic work.

Anti-discriminatory practice

I am committed to providing an anti-discriminatory service and i strive to that this is present in our work together.

Holidays

I will aim to give you at least 4 weeks notice of any holidays and I ask that you try to do the same.

Letters and Reports

I do not offer a report writing service.

Complaints

If there is anything that you don't understand about this agreement, or if you would prefer it in a different format, please let me know. Similarly, if you are not happy with any of our sessions or the standard of my work, I hope that you would feel able to talk to me about this. If you feel unable to talk to me or in the event of a serious complaint, please contact:

[National Counselling and Psychotherapy Society via this link](#)

PRIVACY POLICY FOR IN-PERSON & ONLINE THERAPY SESSIONS



MAGGIE MAHER

COUNSELLING &
PSYCHOTHERAPY

WWW.MAGGIEMAHERTHERAPY.COM

Maggie Maher

maggimahertherapy.com

PRIVACY POLICY (GDPR) FOR IN-PERSON & ONLINE THERAPY SESSIONS

Privacy

This Privacy Policy explains how Maggie Maher Therapy collects, uses, and protects your personal information. We are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner.

Data Controller

Maggie Maher Therapy, located at 14 Maplefield, AL22BG, is the data controller. I am registered with the Information Commissioner's Office (ICO) under registration number ZB860694.

Information We Collect

We may collect the following types of personal information:

- Contact details such as name, address, telephone number, and email address
- Health and medical information relevant to the provision of therapy services
- Payment details

How We Use Your Information

We use your personal information for the following purposes:

- To provide you with therapy services
- To process payments for our services
- To communicate with you about your appointments, treatment, and other matters related to the services we provide
- To comply with legal and regulatory obligations

PRIVACY POLICY(GDPR) FOR IN-PERSON & ONLINE THERAPY SESSIONS

Disclosure of Your Information

We will not share your personal information with third parties unless we have your explicit consent or are required by law or in the course of providing our services.

Data Security

We have implemented appropriate technical and organisational measures to protect your personal data from accidental loss, misuse, unauthorised access, disclosure, alteration, and destruction.

Your Rights

Under the GDPR, you have various rights with respect to our use of your personal data:

- Right to Access
- Right to Rectification
- Right to Erasure
- Right to Restrict Processing
- Right to Data Portability
- Right to Object

Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be immediately posted on our website and you are deemed to have accepted the terms of the Privacy Policy on your first use of our website following the alterations.

PRIVACY POLICY(GDPR) FOR IN-PERSON & ONLINE THERAPY SESSIONS

Access to your Personal Information

You may access the Personal Information I/we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact me/us in writing.

Maggie Maher Therapy will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information I may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. I/we will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information I/we have is not up to date or is inaccurate, please advise me/us as soon as practicable so we can update our records and ensure that I/we can continue to provide quality services to you.

SOCIAL MEDIA POLICY

MAGGIE MAHER THERAPY



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Social Media Policy

Social media is a useful tool for connecting, marketing and sharing of business and therapeutic information with the general public. I use social media for this purpose. I do not engage in therapeutic interventions online. This document outlines my social media policy, please take the time to read it so that you are informed about how I conduct myself online.

Privacy & Confidentiality

My primary concern is your privacy and confidentiality. You are under no obligation to follow my business pages on social media. Please note that if you choose to follow me on social media, the contacts on your account will be able to see that you are linked to a counselling/psychotherapy business. I won't ever follow you back from a private account and under no circumstances will I ever reveal that I am connected to you as your therapist.

Friending

I do not accept friend requests from current or past clients on my private accounts. Over the course of our therapy together, the therapeutic relationship and the boundaries that we set in therapy are paramount to your psychological safety, recovery and growth. Friending blurs these boundaries. The reason I don't friend past clients is because once we 'friend' the relationship shifts and it would then become a 'dual relationship'. These types of relationships are advised against by therapy associations in their Code of Ethics. It would therefore be unethical of me to 'friend' you. I take your healing journey seriously and will always keep the door open for you to return at any time in the future. If we have 'friended', that wouldn't be possible.

Private Messaging

I do not accept private messages via my social media accounts. Please contact me as per our Client Contract, this is via text message or email.

CONCLUSION

MAGGIE MAHER THERAPY

Thank you for taking the time to read this Client Contract and Informed Consent. If you have any questions or concerns, please bring them to my attention so that we can discuss them together.

Some clients may sign this document digitally via my online system, and you will have a space to add your signature at the end. Others may receive it by email if working with me through other settings. In that case, please just drop me a quick reply confirming you're happy to go ahead.

By consenting to treatment, you acknowledge that you have read and understood the Privacy Policy (including GDPR information) for In-Person and Online Therapy Sessions. You also confirm that you have read the Social Media Policy and understand that while social media may be used to share resources and therapeutic ideas publicly, it is not used to conduct or discuss therapy.

By signing this document, or replying by email, you confirm that you're happy to proceed and agree to the policies set out above.