Online Therapy Contract

In compliance with the Data Protection Act 2018 and its attendant General Data Protection regulations, we require the consent of the owner of the hardware(laptop computer/phone), internet service provider (ISP) and owner of the mobile phone contract in order to offer online therapy to under 18s. In spite of all measures taken to the contrary, there is always a risk of a security breach (e.g. through hacking)when using online services, for which we cannot accept liability. Breaking the Silence (a Meridian Centre Project) will endeavour to take all necessary precautions (see below) to limit such breaches. To lawfully process data between Breaking the Silence’ (a Meridian Centre project) ISP and hardware, and the hardware and ISP to be used by your child, we require your consent.

As parent/carer/guardian of…………………………………………………..I consent to Breaking the Silence (a Meridian Centre project) offering online video counselling / online text based sessions to my child/child in my care, using my hardware, ISP and/or a mobile phone contact paid by and in my name

Signed by parent/guardian/carer…………………………………………………………………………………..

Please print name…………………………………………………………………………………………..

Date…………………………………………………………………

Signed by Breaking the Silence (a Meridian Centre project)

…………………………………………………………………………………..

Please print name…………………………………………………………………………………………..

Date…………………………………………………………………

I as parent/guardian/care understand that these sessions will take place using the Doxy.me video calling service. I am able to facilitate my childs participation without interruption and will ensure my childs online activity will not be monitored. As the parent/guardian/carer I will respect and uphold the need for confidentiality in order for therapy to be successful. I understand it is my responsibility to protect my childs participation from being readily discoverable to others. I understand that it is my responsibility to ensur sessions can be completed without undue interruption. I understand that I am not to engage with my child during the therapy session unless in an emergency.

I understand it is my responsibility to read and understand the privacy statement on the Doxy.me website. I understand that by participating in the service I consent to the method by which my childls sensitive information will be handled and protected by Doxy.me and Breaking the Silence’ (a Meridian Centre project).

I understand it is my responsibility to provide:

1. A safe and confidential space from where my child will participate in the online video therapy session, free from interruption. I understand that if the therapist or my child ever feel the privacy is impeded then the session will be terminated immediately.
2. An internet connection. I understand it is my responsibility to ensure my child has an appropriate internet connection through my internet service provider (ISP) and to check the speed of my internet prior to each session to ensure sessions are not hampered by poor connections. I understand that use of the internet at the same time for streaming can impede on the stability and quality of my connection. This can be detrimental to effective therapy for my child. I understand I should inform Breaking the Silence (a Meridian Centre project) on 01274 497535 or by email at info@breaking-the-silence.org.uk if I have any complications.
3. Hardware. I understand it is my responsibility to provide a laptop/computer/phone with the capacity to handle online video calling. I understand it is my responsibility to ensure my laptop/computer/phone cannot monitored during therapy nor tracked by anyone including me as parent/carer/guardian, with access to my laptop/computer between therapy sessions.

PRIVACY

There is always a privacy risk when sharing information and/or communicating online.

Doxy.me has a ‘Business Associate Agreement’ under the US legal framework HIPAA (Health Insurance Portability and Accountability Act) and is thus HIPAA compliant. Although this is a US law, it guarantees that Doxy.me shares liability for the loss of your data and any lapse in privacy. They are confident they can protect us against intrusion, by providing the following industry standards:

* 128 bit end to end encryption
* Minimum data held
* This data is treated as confidential
* Data is never sold to third parties

I understand that measure have been taken to protect my data but these cannot fully guarantee complete privacy. I understand the risk and consent to share my data over Doxy.me in accordance with the industry standards outlines above.

I UNDERSTAND IT IS MY RESPONSIBILITY TO READ, UNDERSTAND (with the support of Breaking the Silence (a Meridian Centre project)) AND CONSENT TO THE TERMS AND CONDITIONS OF DOXY.ME.

In the event that Doxy/me crashes or either party experiences the loss of internet, I consent to my child trying to reconnect. Both parties will wait 5 minutes to reboot equipment. If this fails and continuing online video therapy is not feasible (for that specific appointment), I consent to my child moving to the alternative method of communication agreed.

Please circle appropriate alternative as agreed

Telephone call Telegram text chat

In order to make use of these alternatives I consent to the use of my childs telephone but only in these circumstances:

Provide number:…………………………………………………………………………………………………

If there is no answer, I consent / do not consent (please circle) to Breaking the Silence (a Meridian Centre project) leaving a message.

Breaking the Silence (a Meridian Centre project) will anonymise your number, storing it on this document in a secure and locked filing cabinet at the Meridian Centre, in a locked office. Likewise your email address will be stored the same way. Only the head of service at Breaking the Silence (a Meridian Centre project) and the Data Controller have access.

When using your number, it will be keyed into a lockable phone requiring 2 step verification, including the use of facial recognition software. Your number will not be stored on the device.

In providing this number/email, I agree to only contact Breaking the Silence (a Meridian Centre project)/be contacted by Breaking the Silence (a Meridian Centre project) for administration purposes between sessions. I understand this is not an extension of therapy for my child.

I would prefer to be contacted between sessions via (please circle)

SMS Email

I consent to the use of the following email……………………………………………………………………………………….

Where a phone call is unduly interrupted or fails due to some technical issue, Breaking the Silence (a Meridian Centre project) will initiate the call to re-establish connection.

I understand that my child can only communicate with Breaking the Silence (a Meridian Centre project) using Doxy.me at the allocated time of his appointment. Even if mychilds Breaking the Silence (a Meridian Centre project) therapist appears online, I understand that my child is not to attempt contact except at the time of his appointment. I understand as the parent/guardian/carer that I can communicate with Breaking the Silence (a Meridian Centre project) when I please using the direct number 01274497535 or by emailing info@breaking-the-silence.org.uk

By signing this agreement, you are consenting to all of the conditions outlined in this contract on behalf of yourself as the parent,/guardian/carer and on behalf of the child for whom you assume parental responsibility.

ADDENDUM

1. Client complaint policy
2. BACP ethical principles
3. Counselling Policies and Procedures
4. Social Media Policy
5. Privacy Police - General Data Regulations
6. Process for Technology Breakdown
7. Clinical Will
8. Information sheet
9. Covid 19 Policy