

Social Media and Electronic Information Policy

This section outlines my policy with regard to the use of social media and electronic information. If you, as a client, have questions about any aspect please do ask. As the world of technology is constantly changing this document is likely to be updated regularly and the latest version will always be available on my website.

Friending

I do not accept friend or contact requests from former or current clients on any social networking site as this can not only compromise your confidentiality (eg somebody might wonder how I knew you) but would also blur the boundary of the therapeutic relationship.

Following

I do not use Twitter or Instagram. In the unlikely event that I ever did, I would suggest not following me and if I noticed that you had I would suggest we discuss this. I would not follow you as this could cause confusion about why I chose to do so and I would not reply to comments or respond to direct messaging for security purposes.

Interacting

Please do not use public ways of contact (e.g. through Facebook) again because of the potential for this to compromise your confidentiality. You may use WhatsApp or text to discuss appointment times or other logistics but not therapeutic issues. The latter cannot be kept secure.

Use of search engines

I do not routinely Google my clients but may very occasionally in a time of crisis. For example, if you had failed to attend a session and there was a reason for me to be concerned for your safety I may try to find out about you this way. If I did so, I would tell you about it the next time we met.

Business review sites

You may find my name on business review sites but I have not asked to be on these. Businesses do not get a choice. Clients are free to post whatever they choose and due to confidentiality I cannot comment on anything that is posted. Indeed, anyone (including a competitor) can post anything so it is advisable to be aware that reviews (good or bad) may not be representative of the views of real clients.

It is considered unethical by some of my professional bodies (BACP) to publish testimonials and so you will not find any testimonials posted by me, nor will I ever ask you for one.

Location-based services

If you use location-based services on your phone you should be aware that others may surmise that you are a therapy client if you are seen as “checking in” at my address.

Email

It is preferable to use email only for logistical contact (e.g. to get a reminder of an appointment time) due to the inherent insecurity of email. If you wish to engage in “email therapy” then please use a password protected word document to contain what you wish to say.

Phone

As above, texting may be used for contact about appointment times. This is preferable to making a phone call as it is easier to respond as I cannot answer the phone if I am with another client. Whether phoning or texting, please try to do so between the hours of 8am and 8pm.