

Digital Policy

As a counsellor, I aim to provide a safe and ethical therapeutic space, whether in person or online. This digital policy outlines how I manage communication, data, and professional boundaries in the digital realm to maintain confidentiality and safeguard our therapeutic relationship.

Protecting Confidentiality

Confidentiality is central to our work. Any information shared digitally will be handled with care, but it's important to recognise that no digital platform can be entirely risk-free. To minimize risks, we will:

- Use secure communication platforms whenever possible.
- Avoid discussing sensitive details over less secure methods like email or text unless necessary.
- Agree on the most appropriate digital tools for our sessions or correspondence.

Email Communication

Email is best used for administrative purposes, such as scheduling or rescheduling appointments. Please avoid sharing confidential or sensitive information via email.

- I use a secure email platform, TheUntanglingTherapist@proton.me for therapy-related communication.
- Emails are checked during office hours only and may not be checked on weekends or public holidays.
- Email is not suitable for emergencies; in urgent situations, please contact emergency services or your GP. See the signposting links below.

Text Messaging- Business WhatsApp (preferred)

Text messages can be used for brief, practical communications, such as notifying me if you're running late or confirming appointments. I check messages between sessions during office hours. Please do not send therapeutic content via text. My preference is Business WhatsApp as it allows me to archive messages, which adds another layer of confidentiality.



[The Untangling Therapist](#)

Member of the National Counselling and Psychotherapy Society-
NCPS2468

Phone Calls

I do not accept unscheduled phone calls. If you need to speak by phone, we can arrange a time in advance. Nor do I accept referrals via phone.

Video Sessions

For online counselling sessions, we will use a secure video conferencing platform within the Care Patron practice management software I use, that prioritises privacy and confidentiality.

- Recording of sessions is not permitted by either party.
- Please ensure you have a private, quiet space for your session where you won't be interrupted.
- I will also take steps to ensure my environment is secure and private.

Minecraft or other online gaming therapy

For therapy that takes place using the game Minecraft, I will endeavour to take every care to prioritise your privacy and confidentiality.

- Recording of our time within the game is not permitted by either party.
- Please ensure you have a private, quiet space for your session where you won't be interrupted, you may want to consider headphones.
- I will also take steps to ensure my environment is secure and private.

Social Media and Online Presence

To maintain professional boundaries:

- I do not accept "friend" or connection requests from clients on personal social media accounts.
- I maintain professional social media accounts and may post content related to mental health and therapy. You are welcome to follow or engage with these accounts if it feels comfortable for you, but there is no obligation to do so.
- If any overlap occurs online (e.g., mutual groups or networks), we can discuss its impact during sessions.
- In some groups I use my business name The Untangling Therapist, and in others, I use a historic pseudonym when posting.



[The Untangling Therapist](#)

Member of the National Counselling and Psychotherapy Society-
NCPS2468

Online Searches

I do not search for information about clients online. This ensures that our therapeutic relationship is based solely on what you choose to share with me. If you have

searched for information about me and have any concerns or questions, I encourage you to bring them up during a session.

Data Protection

I adhere to GDPR and other relevant data protection regulations. At the start of therapy, I will provide you with a detailed privacy statement outlining how your data is stored and used. A copy of this statement is available upon request.

Emergencies

Digital communication is not suitable for emergencies. If you are in crisis or need immediate support, please contact emergency services, your GP, or a relevant helpline.

See the signposting links below

Policy Updates

This policy may be reviewed and updated as necessary to reflect changes in technology or professional standards. I will inform you of any significant updates during our work together.

If you have any questions or concerns about this policy, please don't hesitate to discuss them with me.



[The Untangling Therapist](#)

Member of the National Counselling and Psychotherapy Society-
NCPS2468



 **116 123**
Call us free, day or night, 365 days a year



Call Our Helpline

Our volunteers are trained in all types of bereavement and can help you make sense of how you're feeling right now.

0808 808 1677



Shout: the UK's free, confidential and 24/7 mental health text service for crisis support
Text 'SHOUT' to 85258



If you need emergency support call 999.
If you are keeping yourself safe for now but will need some support call 111.
Make an appointment with your GP. Request an emergency appointment.