

# Nina Madden

## Transformational Coaching

NLP – Time-Line Therapy – Life Coaching – Hypnosis  
Personal Breakthrough Sessions

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**Updated 09 February 2009**

### **Confidentiality Policy**

The confidentiality is a negotiated agreement between two or more people in the provision of the service governing how information is used and shared.

This agreement exists to protect you, the user, and to protect me, the service provider.

It is a contract that exists between us, that governs the information shared in the 1:1 sessions, in telephone calls and in emails and other forms of communication, both within the context of a consultation, and also in cases where information is disclosed outside of the context of a consultation. (Emails, phone calls, social events, etc)

The confidentiality agreement also covers any persons operating on behalf of me, the service provider.

### **Guidelines for good practice**

Information about you, the service user, belongs to you. It cannot be owned by anyone else and your wishes must be respected.

All information on you, the service user, is kept secure and not disclosed or accessible to anyone outside of the organisation, unless prior consent is given by you. This consent should preferably be provided in writing.

Information provided in emails, are likewise the property of you. Please see note on emails.

Notes taken during consultations are kept secure and are not accessible to anyone else except me the service provider.

Issues discussed in confidence may not be discussed with others subject to the provisos contained within the policy.

A service user will not be publicly identified unless explicitly permitted to do so.

Example. I am on the bus and you come on. I will not say hello, or acknowledge you before you say hello to me. If you do say hello and you are with someone who asks how we know each other, I will let you tell the story of how we met and agree with your story.

You may give consent for acknowledgement (we can say hello if we meet) but retain the nature of our relationship private.

No information will be accepted with conditions.

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### Exceptions to confidentiality

There are certain exceptions where confidentiality may be breached. If I, the service provider feel there is a duty of care due to one or several of the following:

- ◆ Risk of harm to self or others
- ◆ Suspected child abuse
- ◆ Compelled by court order

If information about you has to be passed on to a third party without your permission the you will preferably be told in advance, and be told the reasons for doing so, as long as it does not violate the duty of care, as outlined above.

In the case of information needing to be passed, on, only the relevant information will be shared. Other information that you may have shared with me, will not be passed on.

### Notes

With your consent notes are taken during our consultation in order to help me provide the best service. These are kept secure, and in a locked cabinet.

### Emails

It is your responsibility to ensure your own privacy through the choice you make as to the means of communication between us.

For example if you have a secretary who checks your email, you may wish to chose to use a private email, or restrict communications to phone and post.

You have a responsibility to ensure that I am given proper instructions, for the purpose of all contracts, invoices, and paperwork. If no instruction is given I will assume that your email address is private and for your own use only.

### Self Care of Service Provider

I will share information given by you with my supervisor, in so far as this is necessary for my own well being, self protection and/ or in order to seek advice on how to proceed.

In so far as possible information will be shared only in such a way that your identity is protected. I may say "Client X..."

Information that discloses your identity will not be shared with a third party, except if I believe there is an **immediate** danger to you or to others.

For clarification and examples of how this policy is implemented please feel free to ring me.

Nina Madden  
**07906 255 529**