

New Client Information, Privacy Policy & Terms & Conditions Sole Trader Psychological Services

Practitioner Details

This psychological service is provided by an independent sole trader psychologist.

Name: Dr Sarah Cross

HCPC Registration Number: PYL33544

Professional Title: Practitioner Psychologist

Contact Email: sarahvcross@pm.me

Dr Sarah Cross is registered with the **Health and Care Professions Council (HCPC)** and adheres to the HCPC Standards of Conduct, Performance and Ethics, alongside relevant professional guidance (e.g. British Psychological Society).

Please read these Terms & Conditions carefully and note that booking with Konfidens indicates acknowledgement and acceptance of these. If you have any questions on any part of this document, please do not hesitate to ask.

Purpose of This Document

So that Dr Sarah Cross can provide you with the most appropriate, ethical, and effective psychological support, please read the following information carefully.

This document outlines:

- the nature of the psychological services offered
- professional standards and responsibilities
- confidentiality and safeguarding obligations
- privacy and data protection
- fees, cancellations, and practical arrangements

By signing at the end or booking a session directly through Konfidens, you confirm your understanding and acceptance of these Terms & Conditions. If booking via Konfidens, please also read the policies on Konfidens website (<https://www.konfidens.com/privacy>).

Professional Background

Dr Sarah Cross is a qualified and experienced Practitioner Psychologist with specialist experience in supporting parents and carers of neurodivergent children. All services are delivered in accordance with UK law and professional regulation.

Definitions

1. **Practice / Business** means the sole trader psychologist named above.
2. **Appointer** means the person or organisation responsible for instructing and paying for the services.
3. **Client** means the adult receiving psychological support (typically a parent or carer).
4. **Services** means psychological consultation, formulation, psychological intervention, parent support sessions, report writing, consultation with third parties (with consent), and related professional activities, clinical supervision or other mentoring arrangement e.g. reflective practice, attendance at meetings, writing reports and letters and dealing with queries raised by the client/appointer.

5. **Fees** means the agreed charge for the provision of services.
6. **Psychologist** means the sole trader practitioner Dr Sarah Cross.

Nature of Psychological Services

Services are offered to **parents and carers of neurodivergent children and those supporting them.**

The focus is on:

- understanding behaviour and emotional needs
- supporting regulation and wellbeing
- navigating systems (education, health, care)
- strengthening confidence and capacity within the family system

These services:

- are psychologically informed and evidence-based
- are not crisis or emergency services
- do not constitute child therapy unless explicitly agreed in writing
- are not diagnostic
- may include where agreed liaising with other professionals

First appointment

The first appointment is an initial consultation. This provides an opportunity to:

- explore your current concerns
- understand your goals and what you need for things to be feeling or functioning better

Following this consultation, I may:

- recommend a course of psychological intervention
- suggest alternative or additional services if your or your family's needs would be better met elsewhere

Contact Between Sessions

For appointment changes or administrative queries, please contact via email.

Due to the nature of this work, I am **not able to provide crisis support** between sessions.

If you require urgent help, please contact your GP, NHS 111, or emergency services.

Appointments and Cancellations

- Sessions are typically 50 minutes unless otherwise agreed
- A regular appointment time may be offered
- A minimum of **48 hours' notice** is required for cancellations
- Missed or late-cancelled sessions are chargeable

Remote sessions may be offered to avoid cancellation where appropriate.

Privacy and Confidentiality

As part of your psychological support, I will collect information relating to:

- your wellbeing and emotional experiences
- family circumstances
- parenting context
- responses to questionnaires or reflective tasks

All information is held for the purpose of providing effective psychological support. Confidentiality is maintained in line with professional standards.

Please note that we cannot be held responsible for any breaches in confidentiality caused by failures in any software or platforms utilised. In the unlikely event of any breach we will notify you and the Information Commissioners Office (ICO) within 72 hours of becoming aware and will seek to rectify this immediately.

Dr Sarah Cross is a registered Data Controller with the UK Information Commissioner's Office (ICO) as required by the Data Protection (Charges and Information) Regulations 2018.

If you are unhappy with the way that information about you is managed by Dr Sarah Cross you have the right to complain to the Information Commissioner's Office www.ico.org.uk

Supervision and Consultation

All psychologists are required to engage in regular clinical supervision. Your information may be discussed within supervision to support safe and effective practice. Dr Sarah Cross may also consult with another psychologist or senior therapist, if it is believed that this consultation will help in the process of helping you and/or your family.

Supervisors are bound by the same ethical and confidentiality obligations.

Safeguarding and Legal Disclosure

Confidentiality may be breached where required by law or professional duty, including:

- risk of serious harm to yourself or others
- safeguarding concerns involving a child or vulnerable adult
- terrorism-related disclosures
- court orders or legal obligations

Where possible, this will be discussed with you beforehand.

Data Protection and Record Keeping

Records are maintained in accordance with:

- UK GDPR
- Data Protection Act 2018
- professional guidance

Records are stored securely using GDPR-compliant systems (Konfidens).

Retention periods follow professional and legal guidance. Clinical records regarding children who were under 18 at the time services were delivered will be kept until the child's 25th birthday (or 26th birthday if sessions concluded when they were 17), unless a longer retention period is required by law, professional guidance, or for legitimate clinical or legal reasons. After this period, records will be securely destroyed

You have the right to complain to the **Information Commissioner's Office (ICO)** if you are unhappy with how your data is handled.

Use of AI in Report Writing

In some circumstances, **artificial intelligence (AI) tools** may be used to assist with administrative functions for example:

- summarising session content
- improving clarity and structure
- drafting reports

AI tools are used **only as a support**, not as a replacement for professional judgement.

Safeguards include:

- no automated clinical decision-making.
 - human review and editing of all outputs
 - compliance with GDPR and confidentiality obligations
-

Fees and Payment

- All sessions are **self-funded**
 - Psychological services are **not provided under private medical or health insurance schemes**
 - Payment is due when booking unless otherwise agreed
 - Session times cannot be reserved until payment has been made
 - Invoices can be provided for your records
 - Fees are reviewed at least yearly and we may alter our prices without prior notice. Increases made after a paid for appointment will not incur additional cost.
-

Online Sessions

Sessions are provided via online platforms.

You are responsible for:

- ensuring a private space
- having a stable internet connection
- using appropriate devices

I am not liable for third-party platform failures.

Recording of Sessions

Sessions are **not recorded unless explicitly agreed**.

Clients must **not record** sessions without the prior written consent of the psychologist.

Where sessions have been agreed for recording, clients/appointer are not permitted to share, broadcast, distribute or make available online the recordings without Dr Sarah Cross's written consent. If you would like to share the recording with someone (e.g. a family member, partner) please discuss and agree this with Dr Sarah Cross first.

Efficacy and Limitation of Liability

Psychological support is collaborative and individualised.

Outcomes cannot be guaranteed.

No refunds are offered where desired outcomes are not achieved.

Equality and Accessibility

Dr Sarah Cross is committed to equality and non-discrimination and values difference and diversity. Please discuss any reasonable adjustments you may require, including sensory or

accessibility needs and I will make efforts to accommodate these to the best of my ability (for instance, sensory accommodations, visual pictorial support/ photographs before sessions).

Ending Support

Psychological support may end:

- by mutual agreement
- following a planned ending
- if clinical judgement indicates continuation is not appropriate

Notice periods may apply.

Complaints

Dr Sarah Cross is committed to providing as helpful and compassionate a service as possible to meet the needs of all clients and appointers and hopes that your experience will be a positive one. Dr Sarah Cross always welcomes feedback from clients and appointers. Whilst I shall use all reasonable endeavours to provide a high standard of service, I nevertheless want to hear from you if you have any cause for complaint. Where possible please:

1. Raise the matter with Dr Sarah Cross in the first instance.
 2. If unresolved, you may contact the **HCPC** <https://www.hcpc-uk.org/concerns/raising-concerns/>
-

Changes to These Terms

These Terms & Conditions may be updated.

The most recent version will always apply.

Client Agreement

I confirm that I have read and understood these Terms & Conditions. I agree to pay for services in advance of my appointment or in the case of organisation's within 14 days of receipt of invoice. Booking of a session through Konfidens, constitutes acceptance of these Terms & Conditions.

Signature:

Name:

Date:
