

Kidney Cancer UK Counselling Service Terms and conditions

Created: May 2018

Updated: Feb 2022

The Kidney Cancer UK Counselling service offers a therapeutic, supportive and safe space for clients to feel able to talk confidentially about any issues they are experiencing and is not intended to replace consultation with a qualified medical practitioner. We therefore disclaim all liability and responsibility arising from any actions following the use of our Counselling service.

Data Protection

The information about confidentiality in no way contravenes your rights under the General Data Protection Regulation May 2018 to access personal data that Kidney Cancer Care Ltd trading as Kidney Cancer UK (hereafter known as 'Kidney Cancer UK') holds on you. Kidney Cancer UK keeps confidential records and statistics about its clients. All records are kept securely and are only seen by authorised Kidney Cancer UK personnel. These records are subject to the General Data Protection Regulation May 2018. Some of the information we may collect is classified as sensitive personal data and we can only use such data where we have your explicit consent. This data may include:- racial or ethnic origin, political opinions, religious beliefs, trade union membership, physical or mental health, sexual life, criminal proceedings and offences. Your personal and sensitive personal data will only be used in order to provide the service to you and for managing and quality assuring the service. Records are kept for a period of seven years and are then destroyed.

We make a £10 administration charge for the detail. If there are any discrepancies in the information we provide, please let us know and we will correct them. We will provide you with a form to complete, as well as asking you to provide proof of identity, for example a utility bill, and return by post to Kidney Cancer UK, The Old Granary, Abington Park Farm, Great Abington, Cambridge, CB21 6AX.

Confidentiality

Kidney Cancer UK counselling is a private and confidential form of help. We hold information about each of our clients and the counselling they receive in confidence. This means that we will not normally give your name or any information about you to anyone outside the organisation. However, there are exceptional cases where Kidney Cancer UK might ethically or legally have to give information to relevant authorities, for example if we had reason to believe that someone, especially a child,



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01223 870 008 office1@kcuk.org.uk www.kcuk.org.uk  @kidneycanceruk

is at serious risk of harm or to prevent a miscarriage of justice. We will discuss any proposed disclosure with you unless we believe that to do so could increase the level of risk to you or to someone else.

Privacy

Unauthorised electronic recording

In order for you to work safely and effectively with a counsellor, it is important that the privacy of the work is respected. Please do not attempt to record your counselling session using any device or app. If it is found that recordings have been made covertly, counselling services for the individual responsible will be discontinued immediately and Kidney Cancer UK reserves the right to seek legal advice regarding possible further action.

Authorised electronic recording

Occasionally a counsellor, for example one who is undertaking a training course, will be required to tape record a counselling session and in these rare circumstances you will be asked to give your written consent for this to happen. The consent will specify all the ways in which the recording will be used (for example training, supervision or research) and will specify how and when the recording will be destroyed.

Reports and client records

Occasionally Kidney Cancer UK is asked by our clients or by external agencies such as Social services or the NHS to write reports on the progress made in counselling. We are not normally in a position to do this because of our duty of confidentiality to our clients and because Kidney Cancer UK Counsellors are not trained in the specialist areas of diagnosis or social work assessment. However, we can in some circumstances, and on receipt of written consent from the client(s) who undertake counselling, provide brief information about the dates and number of sessions attended.

Codes of ethics and practice

All Kidney Cancer UK counsellors and supervisors are required to comply with the code of ethics and practice that is appropriate to the work they undertake.

- Counselling is covered by the BACP (British Association of Counselling & Psychotherapy) ethical framework for good practice.

In addition, Kidney Cancer UK personnel will comply with 'Kidney Cancer UK's practice policies and guidance' which both complement the external codes and set specific organisation standards for ethical working. Please ask your counsellor if you would like to know more about this.



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Cancellation Policy

If you intend to cancel, at least 24 hours' notice should be given.

Feedback and complaints

If you have any feedback about the service you received from Kidney Cancer UK, or you are not satisfied with your experience, please tell the counsellor as it is possible the counsellor can resolve your complaint, but if you wish to take things further, Kidney Cancer UK has a complaints procedure which the counsellor can give you details about. Kidney Cancer UK welcomes feedback and if you make a complaint, we will always take it seriously as it allows us to improve the service we offer to our clients.



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