

Michael Cotton / Inaro Therapy

Online Therapy Agreement and Consent Form

Welcome

Thank you for choosing to work with me.

This agreement is intended to create clarity, safety, and mutual understanding around the therapeutic process, including confidentiality, online sessions, payment arrangements, cancellations, refunds, and privacy.

Please read through the main agreement first. The full Privacy Policy is included after the signature section as Appendix A. By signing this form, you confirm that you have read and understood both the agreement and the Privacy Policy.

If anything feels unclear, or if you have any questions or concerns, you are welcome to discuss them with me at any stage.

About My Work

I work as a trauma-informed somatic counsellor using a relational, body-based, and holistic approach.

My work may include awareness of body sensations, emotions, nervous system responses, attachment patterns, mindfulness, breath, and embodied exploration.

Therapy is not a quick fix, and outcomes cannot be guaranteed. However, I will do my best to offer a compassionate, collaborative, and supportive space in which meaningful change can unfold over time.

Sessions

Sessions are usually held weekly at the same time and on the same day unless we agree otherwise together.

Sessions usually take place online via Zoom unless agreed differently.

Before the session, please ensure:

- your internet connection is stable
- your microphone and camera are working
- you are in a quiet and private environment
- you are unlikely to be interrupted

You may wish to have water, tissues, or anything nearby that helps you feel comfortable and supported.

Six Session Commitment

Therapy is initially offered as a commitment of six sessions.

The fee for six sessions is £420, payable in advance before the first session unless otherwise agreed.

This structure is intended to create consistency, commitment, and enough time for meaningful therapeutic work to begin unfolding.

At the end of the six sessions, we can review together whether ongoing work feels supportive and appropriate.

Payment Details

Account Name: Mr M Cotton

Account Number: 01509217

Sort Code: 40-47-70

Cancellations and Refunds

I ask for a minimum of 48 hours' notice for cancellations or rescheduling.

Sessions cancelled with less than 48 hours' notice are generally charged in full.

If you decide to end therapy early, future unused prepaid sessions will be refunded at a rate of £70 per cancelled session.

Missed sessions are non-refundable.

In exceptional circumstances or emergencies, I may use discretion.

Contact and Communication

You can contact me by email at **InaroTherapy@gmail.com** or via WhatsApp on **07507790330** regarding appointments, scheduling, or practical matters.

As much of my working day is spent in sessions, responses may not always be immediate. I usually reply Monday to Friday between 9am and 6pm.

Therapy messaging is not intended for crisis support. If you require urgent support, please contact your GP, NHS 111, local crisis services, or emergency services.

Confidentiality

Everything discussed in therapy is treated confidentially.

There are some legal and ethical limitations to confidentiality. Confidentiality may need to be broken if:

- there is serious concern that you may harm yourself or another person
- there is disclosure or suspicion of abuse involving a child or vulnerable adult
- records are requested by a court order or legal obligation

Wherever possible, I would aim to discuss this with you first before taking any action.

I also attend regular professional supervision to support safe and ethical practice. Any material discussed in supervision is anonymised and treated confidentially.

Privacy Policy Summary

A full Privacy Policy is included below as Appendix A.

In brief, I aim to work in accordance with UK GDPR legislation and professional ethical standards.

Information collected may include:

- contact details
- emergency contact information
- brief session notes
- payment records

Information is used solely for the purpose of providing therapy, managing appointments, maintaining records, and meeting legal or professional obligations.

Clinical notes are kept minimal and securely stored using password-protected and encrypted systems where appropriate.

Records are generally retained for up to seven years after therapy ends in accordance with professional and insurance requirements, after which they are securely destroyed.

You have the right to request access to information held about you, request corrections, request deletion where legally possible, or withdraw consent where appropriate.

Social Media and Contact Outside Therapy

I do not engage with clients through personal social media accounts.

If we happen to meet outside therapy, I will not acknowledge you first in order to protect your privacy and confidentiality.

Consent and Signature

By signing below, you confirm that:

- you have read and understood this agreement
 - you consent to the therapeutic process described above
 - you understand the limits of confidentiality
 - you understand the payment, cancellation, and refund terms
 - you consent to the storage and processing of your information as outlined in this document
 - you confirm that you have read the full Privacy Policy included below as Appendix A
 - you have had the opportunity to ask questions regarding this agreement
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Client Information

Client Full Name: _____

Email Address: _____

Phone Number: _____

Emergency Contact Name: _____

Emergency Contact Number: _____

Signature

Client Signature: _____

Date: _____

Appendix A: Full Privacy Policy

The following Privacy Policy forms part of this agreement. Please take time to read it before signing above.

Inaro Therapy Privacy Policy

Inaro Therapy “we”, “us”, “our” is committed to protecting your personal information and respecting your privacy. This Privacy Policy explains how we collect, store, and use your personal data when you visit our website or engage in therapy services with us.

We comply with UK GDPR and maintain professional standards of confidentiality in therapeutic practice.

1. Who We Are

Inaro Therapy provides somatic and polyvagal-informed therapy services online and in-person within the United Kingdom.

Data Controller:

Inaro Therapy

Email: InaroTherapy@gmail.com

Website: www.inarotherapy.co.uk

2. What Information We Collect

Information you provide directly:

- name, email address, and contact number
- information shared when booking a session or completing a form
- personal information discussed in therapy sessions
- payment details processed securely through third-party providers

Information collected automatically when using the website:

- IP address
- browser type and device information
- pages visited and site interactions
- cookies and analytics data

You may adjust your cookie settings in your browser at any time.

3. How We Use Your Information

We use your information to:

- deliver therapy services
- schedule and manage appointments
- communicate with you about sessions or enquiries
- maintain clinical records securely
- improve website performance and user experience
- meet legal and regulatory obligations

Your personal data is never used for marketing without your explicit consent.

4. Legal Basis for Processing

We process your data under the following lawful bases:

- contract, to provide therapy services
- consent, for mailing list subscriptions or optional resources
- legitimate interest, website security and functionality

- legal obligation, record-keeping and safeguarding requirements

5. Confidentiality and Therapy Records

Information shared in therapy is confidential except when:

- there is a risk of serious harm to you or others
- there is a safeguarding concern for a child or vulnerable adult
- required by a court of law
- used anonymously in clinical supervision

Clinical notes are stored securely and retained for a minimum of seven years, as required.

6. Data Security

We take appropriate steps to protect your information, including:

- encrypted and password-protected systems
- secure storage of clinical records
- restricted access granted only to the therapist

No system can guarantee total security, but all reasonable precautions are taken to safeguard your personal information.

7. Sharing Your Information

We do not sell or rent your data.

Information may be shared only when:

- required by law or safeguarding duties
- you provide written consent
- necessary for secure payment processing or administrative systems
- anonymously for professional supervision

8. Email and Online Communication Risks

While reasonable steps are taken to protect privacy, emails and web forms cannot guarantee complete confidentiality.

If you prefer alternative communication methods, please discuss this directly with me.

9. Your Rights

You have the right to:

- request access to the personal information held about you
- request correction of inaccurate information
- request deletion of data where appropriate
- object to or restrict processing

- withdraw consent at any time
- request transfer of your data to another provider

To make a request, contact: InaroTherapy@gmail.com

Requests are generally responded to within 30 days.

10. External Links

The website may contain links to external websites. Inaro Therapy is not responsible for their privacy practices.

11. Children's Privacy

Services are provided to clients aged 18 years and above only, unless otherwise agreed with a parent or guardian.

12. Changes to This Policy

This policy may be updated from time to time. The latest version will always apply.

Contact Information

If you have any questions about this Privacy Policy or how your data is handled, please email:

InaroTherapy@gmail.com

Inaro Therapy is committed to respecting your privacy and upholding your trust.