

IPHM ACCREDITATION

Client Consent & Confidentiality Policy

Effective Date: 01/09/26 Business Name: Fae Therapies

1. Purpose of this Policy

Fae Therapies is committed to protecting the privacy, dignity and wellbeing of every client and learner it works with. This Client Consent & Confidentiality Policy sets out how consent is obtained and recorded, how personal and sensitive information is handled, and the circumstances under which confidentiality may need to be maintained or, in limited situations, broken.

2. Informed Consent

2.1. Consent Before Treatment or Sessions

Prior to any treatment, session or training activity, Fae Therapies will ensure that clients and learners have received sufficient information to give their informed consent. This includes:

- The nature and purpose of the treatment or session
- Any associated risks or contraindications
- The right to withdraw consent at any time
- How their personal information will be stored and used

2.2. Consent Forms

A signed consent form must be completed before the first treatment or session takes place. To preserve the sacred, screen-free atmosphere of my healing sanctuary, all client consultations and consent forms are completed intentionally face-to-face at the start of the initial session. I maintain a clear, organized, and confidential physical record of these signed agreements.

Additionally, my business website explicitly states that any clients or 1-1 Reiki students with existing physical/mental health conditions are responsible for seeking appropriate medical advice prior to booking a treatment.

2.3. Ongoing Consent

Consent is not a one-off process. I will check in with Clients and 1-1 Reiki learners at relevant points, particularly where the nature of the treatment or programme changes, or where a significant period of time has passed between sessions.

2.4. Vulnerable Adults and Minors

I am dedicated to creating a safe, protected, and ethical environment for all individuals. For minors and vulnerable adults, the following strict guidelines apply:

Age Limits & Modalities: I only accept children aged 8 years and older, and treatments are strictly limited to hands-off modalities (Energy healing and Mandala crystal placement). I do not perform hands-on physical treatments, such as Indian Head Massage, on anyone under the age of 18.

Parental Consent: Before any session begins, a parent or legal guardian must complete and sign a comprehensive client consent form on behalf of the minor.

Chaperone Requirements: A parent, legal guardian, or designated adult carer must remain present and alert in the treatment room for the entire duration of the session.

Safeguarding Standards: To ensure the highest level of trust and protection, I maintain a current Enhanced DBS (Disclosure and Barring Service)

I will follow applicable legal and regulatory safeguarding requirements in these circumstances, which may include disclosing information to relevant authorities if there is serious concern for an individual's safety and wellbeing,

3. Confidentiality

3.1. My Commitment to confidentiality:

All personal, sensitive and health-related information shared by clients or 1-1 Reiki learners will be treated as strictly confidential. Information will not be disclosed to any third party without the individual's explicit consent, except as outlined in Section 4 of this policy.

3.2. Information That May Be Collected

In the course of providing services, Fae Therapies collects and holds the following types of information:

- Full name and contact details: which includes address email and telephone number.
- Medical history and current health conditions: (vital for Crystal placement and Indian head massage)
- Current medications and allergies (see important Environment and Allergy notice below)
- Treatment notes and session records: Detailed records of layouts used physical responses and session outcomes.
- Emergency contact details
- Payment and booking information
- 1-1 Reiki learner records Course attendance, progress tracking and certification details

Important Environment and Allergy notice:

As a dedicated animal lover, my practice environment is home to 5 cats and a dog. Furthermore, while I maintain strict hygiene standards, I cannot guarantee a completely nut-free environment.

With Reiki Students the training involves close-proximity energy work where the Reiki attunements are gently blown towards the chakras.

Anyone with a severe airborne or life- threatening allergy to animals or nuts is responsible for assessing their own suitability before booking.

3.3. Staff and Associate Obligations

As a solo practitioner, I do not employ any staff or associates. I personally assume 100% of the obligation to maintain absolute client and learner confidentiality. I am strictly bound by the privacy commitments and legal data protections outlined throughout this entire policy.

4. When Confidentiality May Be Broken

I will maintain absolute confidentiality regarding your personal details, treatments and training logs, except under the following rare and specific circumstances.

- **Safeguarding emergencies:** If I have serious reason to believe that a client, 1-1 Reiki student, minor or vulnerable adult is at immediate risk of harm abuse or danger.
- **Legal obligations:** If I am strictly ordered to disclose information by a court of law the police, or a relevant regulatory body in the context of a formal investigation.
- **Medical emergencies:** If a client or student becomes severely unwell during a session and I need to share vital health details (like known allergies, any medications) with emergency medical professionals to ensure their safety

Where disclosure is necessary, Fae Therapies will, wherever possible, inform the individual in advance and share only the minimum information required. All disclosures will be recorded.

5. Data Storage and Security

5.1. Record Keeping

I hold all Client and 1-1 Reiki learner records securely, whether in physical or digital form. I keep any Physical records in a locked location that only I can access. Any Digital records are protected by appropriate access controls and, where applicable, secure encryption to guarantee privacy.

5.2. Retention Period

I retain all professional records to satisfy legal, tax and professional indemnity insurance requirements. The specific timelines are as follows:

- **Adult Clients and 1-1 Reiki Learners:** Records will be retained for a minimum of **7 years** following the end of the treatment, programme or business relationship.
- **Minors (under 18):** For children treated within my practice, records will be securely retained for **7 years after they reach the age of majority** (meaning until their 25th birthday)
- **Financial Records:** Basic booking transaction receipts and invoice histories are retained for **6 years** in alignment with HMRC tax rules

5.3. Access to Records

Clients and 1-1 Reiki learners have the right to request access to the personal information held about them. Requests will be handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Requests should be directed to the **Data Controller & Founder** via email at carla@faetherapies.co.uk

6. Consent to Photography and Media

Where Fae Therapies wishes to use photographs, videos, or case studies featuring clients or 1-1 Reiki learners for marketing, website, training, or educational purposes. In all instances, separate written consent will be obtained prior to any media collection. This consent may be withdrawn at any time by contacting the Data Controller & Founder via email at carla@faetherapies.co.uk

7. Complaints and Concerns

If a Client or 1-1 Reiki learner has a concern about how their personal information has been handled, or believes their consent has not been properly obtained or respected, they should raise this directly with **Fae Therapies** in the first instance by emailing carla@faetherapies.co.uk. If the matter is not resolved to your satisfaction, you may have the right to escalate your concern to the UK's data protection authority, the Information Commissioner's Office (ICO) at ico.org.uk.

8. Policy Review

I review this Client consent and Confidentiality policy at least once a year to ensure it stays fully aligned with current UK data protection laws, IPHM board standards and the growth of my therapies and 1-1 training courses.

- Last reviewed September 2026
- Next Review September 2028

9. Contact Details

Practitioner / Business Name	Carla Small / Fae Therapies
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