

Terms of Service

Andreas Michael

Self Led You

Last updated: October 9, 2021

Contents

1 Professional Disclosure	3
2 Diversity & Inclusion	4
3 Cancellations, Rescheduling & Missed Sessions	4
4 Confidentiality	5
5 Disclosure of Data Held on You	5
5.1 Overview of Our Information Exchange	5
5.2 What Data Do I Hold and Why?	7
5.3 How Is The Data Stored?	7
5.4 Who Is The Data Shared With?	8
6 Data Requests	9
7 Questions & More Information	9

List Of Changes To This Document

Date	Changes Made
5 September 2021	Initial version
9 October 2021	Minor changes to text and fixing a broken link. Adding a note on the potential agreement of recordings.

As we begin our work together, it may be important for you to have some information at hand regarding my experience, my background, ethical standards & expectations in my practice, as well as the data protection & confidentiality standards you can expect.

1 Professional Disclosure

Please note that I am not an accredited psychologist or counsellor in the UK. Although I follow the Standards & Guidelines of the British Psychological Society (BPS), please note that I'm not currently a member of this organisation. I am enrolled in a training program that will eventually lead to membership of the BPS. Internal Family Systems (IFS) is not formally recognized by any accrediting organization in the UK as a psychological modality (yet). This means that my services are only likely to be covered by an insurance company that also covers coaching, alternative health treatment or self-development activities.

I've been working daily with the IFS model since I first came across it in 2014. I initially learned the model from Pete Gerlach who had set up a self-help website based on IFS called [Break the Cycle!](http://sfhelp.org) (sfhelp.org). He was my therapist during his final years of life and passed away shortly after I signed up to my first IFS training. I had finished all three IFS training levels by 2017. I am working with IFS in a part-time capacity alongside other work commitments, mostly as a project manager.

I grew up in Stockholm, Sweden which my parents immigrated to from Hungary a couple of years before I was born. My professional background before coming into the world of IFS was in business, sustainability / climate change and project management. I hold degrees in economics from the University of Stockholm and the University of Lausanne in Switzerland. I have undergone several professional development programs in psychology, coaching, leadership, project management and group facilitation. I strive to continuously develop my skills in these areas. I ensure to keep myself updated on the latest trends in individual psychology & mental health, neuroscience and group dynamics. I have a particular interest in psychedelic-assisted therapy programs.

Self Led You is registered with both the US and UK educational bodies of Internal Family Systems and my practice is covered by professional indemnity insurance.

2 Diversity & Inclusion

I'm committed to the value of difference and diversity. My goal is to be just as inclusive regardless of age, gender assigned at birth, and gender identity, sexual preference or orientation, marital/partnership status, religion, race, colour, national origin, socioeconomic background or status, disability, heritage or political or spiritual belief. I welcome diversity of the mind, neurodiversity, and the various ways we experience different states of mind. I also welcome different family constellations and all the different ways we can be together in this world.

As a white man grown up in the Western world I'm certain that I do indeed discriminate at times and that I hold racist, sexist and other discriminatory attitudes – perhaps particularly at times when I don't admit this to myself. Moreover, in spite of trying to educate myself, it is highly unlikely that I am as keenly aware of these topics as many others. I kindly ask for your feedback and commit to continuously educating myself further on these matters.

3 Cancellations, Rescheduling & Missed Sessions

If for any reason you are unable to attend your appointment please notify me as soon as possible. The required notice for rescheduling or cancelling an appointment is **48 hours**.

I will need to charge for missed appointments and for appointments that are cancelled within 24 hours of the appointment time. I do make exceptions if missed appointments are unavoidable.

You will be given as much advance notice as possible in terms of my holidays or me needing to cancel your appointment for any other reason.

I very much appreciate your understanding and help in these scheduling matters.

4 Confidentiality

Confidentiality is an essential part of any type of effective facilitation service.

I've taken all measures I'm aware of to make sure that your information is as safe as it can be with me and to ensure full compliance with the UK's Data Protection Act (DPA) and requirements set out by GDPR. For clients based in the United States, it may also be relevant to know that the GDPR regulation is more restrictive when it comes to the protection of your personal data than HIPAA.

All touch-points between you and my practice, whether physical or electronic, have been mapped out and considered from a security, privacy and anonymity perspective – both when the data is 'at rest' and while it is in transit. I regularly review these touch-points when I introduce new tools or when additional information becomes available on the security of the tools that I'm already using.

5 Disclosure of Data Held on You

5.1 Overview of Our Information Exchange

There is information that I need from you in order to schedule a session:

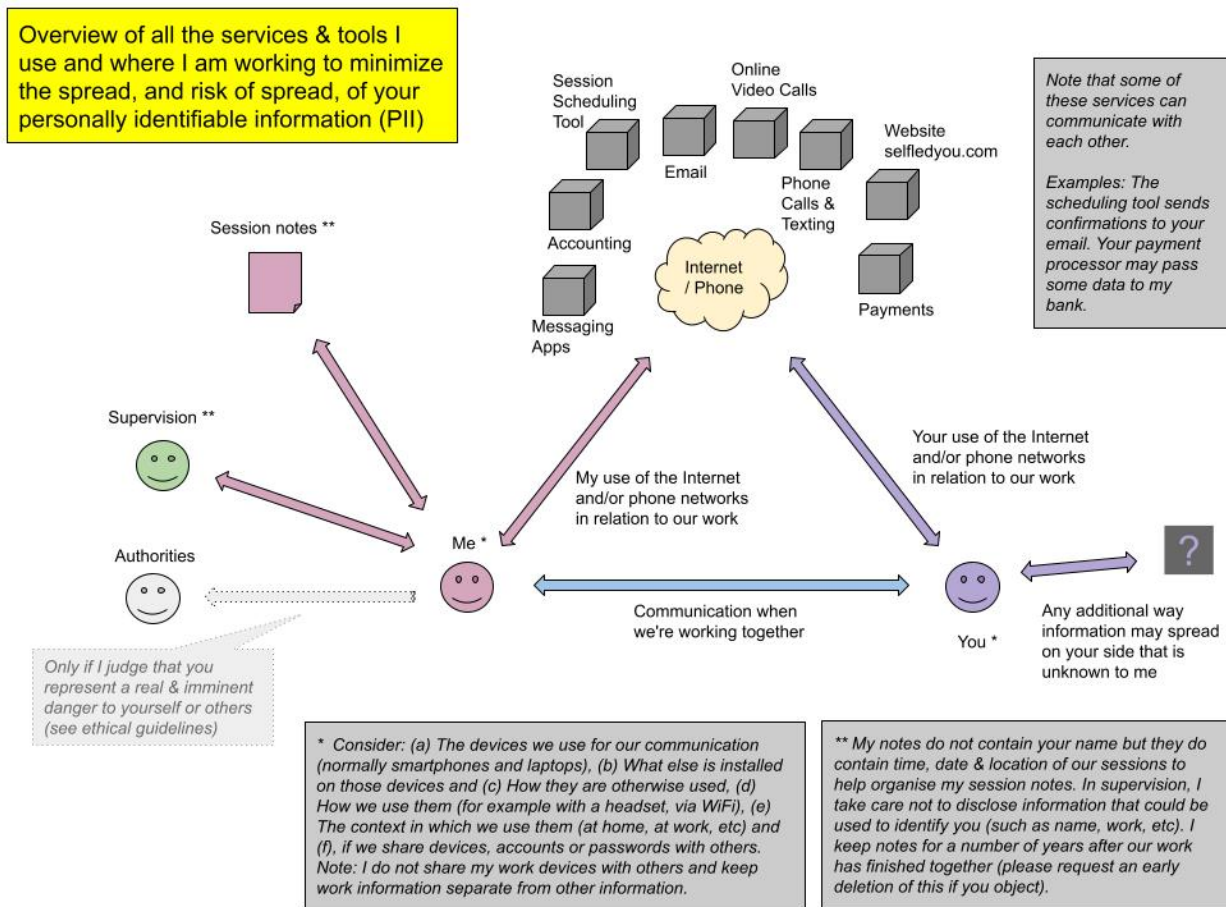
- A way to refer to you (usually this is your name)
- An email address
- Optionally, a phone number is useful in case I need to reach you on a short notice to reschedule something or to help me to identify you if you're calling me

The following pieces of information needs to be agreed between us:

- Time, date & location of sessions
- The type of service and/or package we agree on

We exchange information for the purposes of payment:

- I send you details on how to pay me
- Your payment usually passes on some level of information to my payment processor, such as your name or initials as registered with your bank, or your email or phone number



© Self Led You 2021. All rights reserved.

We may also exchange information outside of sessions via:

- Email
- Phone calls

- Phone text messaging (SMS)
- Messaging via a mobile app

Last but not least, we exchange a variety of information in our work together!

5.2 What Data Do I Hold and Why?

- I hold your contact data so that I can contact you.
- I record information about what you tell me in our sessions depending on the protocol we are using. Often, I record only brief notes and these act as an 'aide memoire' so that I can review the course of our sessions as time progresses.
- I record the number of sessions you have and the payments you make for business purposes. None of these records involve your name or other personal details.
- I will discuss with you how you like to be contacted, and it is important that while you remain a client you notify me if any of these details change.
- I sometimes offer low-cost sessions in return for permission to record the sessions for detailed study only if we have made an *explicit* agreement about this. In this case, I hold and treat those recordings only in accordance with what we've agreed.

5.3 How Is The Data Stored?

- Any session notes held on paper are either destroyed right after the session or kept locked securely when not in use
- Session notes held electronically are stored locally on a computer (not on an external cloud service) and are protected by full-disk data encryption and account password protection.
- Contact details are held on a phone that is protected by encryption and are synchronized to an open-source cloud service which offers zero-knowledge encryption (meaning nobody but myself can retrieve this data).

- Contact details and appointment data is also held on the booking scheduling tool. I regularly delete data from that tool when it is no longer relevant for our work together.
- I record data about the number of sessions and the payments you make electronically. Your records are held for as long as is necessary for the purpose for which they were collected.

5.4 Who Is The Data Shared With?

Confidentiality and Ethics: Any piece of information about you is recorded and held solely for the purpose of delivering services to you effectively. All information will be kept confidential unless you explicitly agree to discuss something with a third party. Where appropriate, a consent form will be used. The exceptions to this are:

1. If I sincerely believe that your life or the life of another is at risk, I am required to break confidentiality in order to prevent such an occurrence. If at all possible I will discuss this with you beforehand.
2. If I were liable to civil or criminal court proceedings if the information was not disclosed. I commit to challenge such legal requirements or pressures wherever possible and, again, if it's at all possible I will discuss it with you beforehand.
3. If necessary, I may share details of your case in peer supervision in an effort to improve the quality of the assistance I provide. In this case I will keep your name or identifying information confidential.
4. In the event of me being unable to contact you (for example, through sudden incapacity) a trusted person will receive access to my client list and will then contact you directly. This is a professional requirement and please note that this person only receives access after such an unfortunate event.

If you have concerns about these exceptions, please let me know so that we can put in place appropriate safe-guards. If I become aware of any information breaches, I will inform you as soon as possible.

6 Data Requests

You have the right under data protection law to access a copy and explanation of your personal data as well as to request correction or erasure. You can make a complaint about how I store or collect your data with the UK Information Commissioner's Office (ICO) and you may be eligible for compensation.

Requests to get any data I hold on you: You may request a copy of any data I hold on you and I will comply. Please allow for up to 20 working days for the fulfillment of such a request.

Requests for erasing any data I hold on you: You have the "right to be forgotten" and request the deletion of any data I hold on you and I will comply. Please allow for up to 20 working days for the fulfillment of such a request. In some cases, I am mandated to retain certain data for ethical or legal reasons, such as session notes after providing services to a minor.

7 Questions & More Information

If you have questions or concerns about this disclosure or about any other aspects of our work, please let me know. I always appreciate and am open to questions and ideas.