



Social Media and Electronic Information Policy

This section outlines the policy of Invigorate Therapy Ltd. with regard to the use of social media and electronic information. If you, as a client, have questions about any aspect please do ask. As the world of technology is constantly changing this document is likely to be updated regularly and the latest version will always be available on my website.

Friending

I do not accept friend or contact requests from former or current clients on any personal social networking site as this can not only compromise your confidentiality (e.g., if another of my friends saw that you were a friend, they may wonder how we know each other) but would also blur the boundary of the therapeutic relationship.

Following

I use social media as a business. I will not follow you on social media and if you choose to follow or engage with my business social media accounts, I will not knowingly engage with you as this may blur the boundary of the therapeutic relationship.

Interacting

Please do not use public ways of contact (e.g., @replies or tagging) again because of the potential for this to compromise your confidentiality. You may use Facebook messenger, WhatsApp, or text to discuss appointment times or other logistics but not therapeutic issues. The latter cannot be kept secure.

Use of search engines

I do not routinely Google my clients but may very occasionally in a time of crisis. For example, if you had failed to attend a session and I was concerned for your safety I may try to find out about you this way. If I did so, I would tell you about it the next time we met.

Business review sites

Clients are free to post whatever they choose. It is unethical for me to publish anything about my clients, and I will not do so.

Email

We may use email to arrange appointments. I do not offer any therapy via email.

Phone

As above, texting may be used for contact about appointment times. This is preferable to making a phone call as it is easier to respond as I cannot answer the phone if I am with another client. Whether phoning or texting, please only do so between the hours of 8am and 8pm.