



Fact Sheet: Online Therapy – What You Need to Know

What is Online Therapy?

Online therapy (also known as teletherapy or remote counselling) allows you to access therapy from the comfort of your own home using secure video platforms such as Zoom. It's a convenient and confidential way to continue therapy without needing to travel.

This fact sheet explains how to prepare for online sessions so you can get the most out of therapy

1. Ensure You Have an Updated Device

To get the most out of your sessions and protect your privacy, please ensure the following:

- You have a reliable device (computer, tablet, or smartphone).
- Your operating system is up to date (e.g. Windows, macOS, iOS, Android).
- Your camera and microphone are working.
- You have a stable internet connection to avoid disruption.

Why This Matters:

Keeping your device updated supports your privacy and helps avoid technical glitches. A reliable internet connection allows for a smoother, more focused session.

2. Be in a Private, Quiet Space

Privacy is essential to maintaining a safe and supportive space for therapy. Please:

- Choose a quiet space where you won't be interrupted.
- Ensure no one else can overhear, including family members or housemates.
- Minimise background noise and distractions if possible.

Why This Matters:

A private space protects your confidentiality and helps you speak freely and engage fully.

3. Test Your Equipment in Advance

Before your first session:

- Check that your video and audio are working correctly.
- Familiarise yourself with Zoom's basic features (e.g. mute, camera).
- Let me know if you'd like a short test call before your first session.

4. Security and Privacy

I take your privacy seriously. Here's how your sessions are kept secure:

- Zoom Pro is used with End-to-End Encryption (E2EE).
- All meetings are password-protected and use a waiting room feature.
- No sessions are recorded unless we've explicitly agreed in writing.
- Your personal data is handled in accordance with UK GDPR.

You can support this by ensuring your own device is secure and your Wi-Fi connection is private (avoid public Wi-Fi, if possible).

5. If There Are Technical Issues

If you experience any issues during a session:

- Try restarting your device or reconnecting to Zoom.
 - If the issue continues, I may suggest switching to a phone session as a backup plan.
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6. Acknowledging Risks & Ensuring Safety

Every effort has been made to create a safe and secure therapeutic environment online. However, it's important to understand that no system is completely risk-free. Rare issues may include:

- Unexpected connection drops or audio/video glitches.
- Potential (though unlikely) security vulnerabilities.

If anything like this occurs, I'll work with you to resolve it quickly. Please reach out with any concerns — your wellbeing and sense of safety are my priority.

Next Steps:

-  Check that your device and software are up to date.
 -  Plan to be in a quiet, private space for your session.
 -  Let me know if you need help setting things up or have any questions.
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Important Reminders:

- Your session will not be recorded unless we've both agreed in writing.
 - Please ensure no one else is present or able to overhear during your session.
 - Your data and personal information are handled with care, in line with GDPR.
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By attending your online therapy session, you acknowledge and agree to the above information, and understand that every reasonable step has been taken to protect your confidentiality and safety.

If you have any questions before we begin, I'm always happy to talk through them.