NOTICE OF UPCOMING CHANGES

**What is changing?**

From [start date] I will begin using the practice management software Kiku - wearekiku.com to store your contact details and session notes, send communications to you about appointments (confirmations, reminders, notices of changes to arrangements etc.), manage my diary, take payment and issue text reminders. [DELETE AS APPROPRIATE]

**What is Kiku?**

Kiku is a UK based online practice management platform for therapists. It is fully encrypted and both password and 2FA protected to ensure that your data is stored securely at all times.

You can view their privacy notices at the link below:

<https://www.wearekiku.com/privacy-notices>

**What does this mean for you?**

You will have the option to create a free Kiku account that you can use to manage your bookings, view upcoming appointment details, make payment, download receipts and communicate with me confidentially.

You can find out more about Kiku and how it works at the link below:

<https://www.wearekiku.com/clients>

Appointment confirmations and reminders will now be issued using Kiku’s automated email and text messaging service.

Your contact details and sessions notes will be securely stored within this system for the duration of therapy and usually 7 years thereafter unless you request for your record to be deleted.

Since Kiku takes payment at the point of booking, my payment policy will be changing in accordance with this. In our last session before the switch there will therefore be two sessions to pay for, the appointment you’re attending and our next session. Thereafter you will make payment when we book the next session in.

Payment can be made using the Kiku card processing system. I will send you a payment link via Kiku so you can confirm the booking.