Dear [Client First Name],

I hope this finds you well.

I’m writing to let you know of an upcoming change to how I run my counselling practice.

From [start date] I will be using the practice management software, Kiku (wearekiku.com) to [*INSERT features you’ll be using* e.g. securely store your contact details and session notes, manage my diary, send appointment confirmations and text reminders, process payments].

Kiku is a UK based practice management platform that is secured with RSA 256 bit SSL encryption to ensure that your data is always stored safely. It is also password and 2FA protected. You can view Kiku’s privacy policy here:

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

Your session notes are anonymised and held behind a password protected wall. No one else (other than my Clinical Executor) will ever have access to your clinical notes.

All other aspects of our client agreement, the duration of time I’ll hold your session notes and your rights under GDPR will remain unchanged.

Or

Since Kiku takes payment at the point of booking, I will be changing my payment policy accordingly. This means that in our last session before the switch over there will be two sessions to pay for, the appointment you’re attending and your next appointment. Thereafter, in each session you’ll pay for the next appointment as we book it into the diary.

Payment can be made using the Kiku system, I’ll send you a payment link that you can use to confirm each booking.

If you would like I can invite you to set up a free Kiku account with which you can manage your bookings/make payment/print receipts/communicate with me.

Please let me know if you would like to use a Kiku account and if you are happy to receive text reminders using this service.

You can find out more about how Kiku works at the link below and I’ve attached a user guide to this message:

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

If you have any questions about this change, please let me know.

I look forward to seeing you again soon.

Best wishes,