

# Synapse Psychology



## Terms and Conditions

*ADHD Assessment · Mental Health Assessment · Clinical Psychology Treatment*

Delivered remotely across the United Kingdom · Registered office: 3F1 Third floor 3 Hill Street Edinburgh EH2 3JP

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## 1. Introduction and How This Document Fits Together

By using the website corresponding to this service, you are agreeing with these terms of service, along with the privacy policy, which outlines the services' relationship with you in terms of using the website and any services you access from the service. If you disagree with any of these terms or policy, please do not use the website.

These Terms and Conditions ('Terms') supplement the Welcome Statement you have already been given. Together, the Welcome Statement, these Terms, our Privacy Notice, and our current Fee Schedule form the full agreement between you ('you', 'the client', 'the service user') and Synapse Psychology ('we', 'us', 'our', 'the Service') for the provision of remote clinical psychology services.

Where the Welcome Statement and these Terms conflict on a matter of substance, these Terms take precedence, as they are the more detailed and legally operative document.

By booking an appointment, completing a referral form, or attending a first session, you confirm that you have read, understood, and agree to these Terms.

## 2. Who We Are

Synapse Psychology is a sole trader company providing remote clinical psychology services, registered in Scotland, working remotely nationally.

We act as the Data Controller for the personal and special category (health) data we hold about you. Our contact details, and those of our Data Protection Lead, are:

- Data Controller: Dr Jordan Anthony Bibby, trading as 'Synapse Psychology'.
- Registered/business address: 3F1 Third floor 3 Hill Street Edinburgh EH2 3JP.
- Data Protection concerns contact: Dr Jordan Anthony Bibby, trading as 'Synapse Psychology', Hello@synapsepsychology.co.uk
- ICO registration (data protection fee) reference: [ICO REGISTRATION NUMBER]\*\*

We are registered with the Information Commissioner's Office (ICO) as required under the Data Protection (Charges and Information) Regulations 2018.

\*\* After contacting the ICO, they confirmed this process is completed after obtaining required information as part of the practice. Once completed, this registration number will be added.

## 3. The Services We Provide

We provide the following services, delivered remotely (by secure video call and, where appropriate, telephone [adults only]) to clients located anywhere in the United Kingdom:

- Assessment for Attention Deficit Hyperactivity Disorder (ADHD) in adults and children/young people.

- Assessment of other mental health difficulties, including diagnosis and/or formulation where appropriate.
- Clinical Psychological treatment and therapy, delivered on an individual basis.

We do not provide emergency, crisis, or out-of-hours care. Section 8.5 sets out what to do if you are in a crisis.

Our services are provided by practitioner psychologist(s) registered with the Health and Care Professions Council (HCPC), registration number(s): PYL043536 and practising in accordance with the British Psychological Society (BPS) Code of Ethics and Conduct and the HCPC Standards of Conduct, Performance and Ethics.

You must be located in the UK or Republic of Ireland when attending appointments, including remote appointments.

## 4. Regulatory Status and Registration

This section is provided for transparency about how the Service is regulated. Regulatory oversight of independent psychological practice in Scotland and England works differently from oversight of medical clinics, and it is important that you understand the position.

### 4.1 Professional regulation

Practitioner psychologists are individually regulated by the HCPC, which sets and enforces standards of proficiency, conduct, and continuing professional development, and maintains a public register you can check at [check.hcpc-uk.org](https://check.hcpc-uk.org).

### 4.2 Healthcare Improvement Scotland (HIS)

HIS regulates certain categories of independent healthcare service in Scotland under the National Health Service (Scotland) Act 1978 and the Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011. As currently defined, HIS's 'independent clinic' category applies to services provided by a registered doctor, nurse, midwife, dental care professional, pharmacist, or pharmacy technician operating outside the NHS.

We contacted Healthcare Improvement Scotland directly to confirm the position for this Service. HIS confirmed on 07.08.2026 that this Service does not fall within a category of independent healthcare service requiring registration, based on its current scope. We keep a written record of this confirmation and will re-check with HIS if the scope of the Service changes materially (for example, if we begin employing registered nurses or offer services HIS newly brings into scope).

### 4.3 Indemnity

We hold professional indemnity insurance with Oxygen Insurance, policy number OXY8797915, providing cover of at least £1,500,000 per claim. Evidence of cover is available on request.

## 5. Consent to Assessment and Treatment

Before any assessment or treatment begins, we will explain its purpose, predicted content based on clinical judgement, expected duration, and any known risks or limitations; this is mainly applicable

for ADHD assessments for children and young people (due to the nature of being completed remotely).

You may withdraw consent to any specific assessment or piece of treatment at any time.

Withdrawing consent does not itself end the wider client relationship, but we may need to discuss with you what can realistically continue without it.

Where you are consenting to assessment or treatment on behalf of a child who lacks capacity, we will confirm your legal authority to do so (for example, parental responsibility, welfare power of attorney, or guardianship order) before proceeding.

## 6. Confidentiality and Its Limits

Everything you discuss with us is confidential, subject to the exceptions below. We take confidentiality extremely seriously and will only depart from it where we are satisfied one of these exceptions applies, and, wherever practicable, we will discuss this with you first.

We may need to share information without your consent, or against your wishes, where:

- There is a serious and immediate risk to your life or safety, or to the life or safety of another named person.
- We are concerned about the safety or welfare of a child or an adult at risk of harm, in line with statutory safeguarding duties. For example, see <https://www.gov.uk/government/publications/inspecting-local-authority-childrens-services/links-to-legislation-regulations-and-statutory-guidance>  
<https://www.gov.scot/publications/national-guidance-child-protection-scotland-2021-updated-2023/>  
[www.gov.uk](https://www.gov.uk)
- We are required to do so by a court order, a statutory body with legal powers to compel disclosure, or another legal obligation.
- Disclosure is necessary to prevent or detect a serious crime.
- You disclose an intention to harm another identifiable person.

Where none of these apply, we will not share identifiable information about you with anyone outside the Service without your explicit, verbal (which will be recorded) or written consent.

We discuss anonymised or pseudonymised case material in clinical supervision, as required by our professional regulator. Supervisors are themselves bound by professional confidentiality obligations and those stated above.

## 7. Data Protection: How We Handle Your Information

This section explains how we comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. It should be read alongside our separate, fuller Privacy Notice, which we will provide before your first appointment.

### 7.1 What information we collect

- Identity and contact details (name, date of birth, address, email, phone number).
- NHS GP and referrer details, and NHS number where provided (if consented to, applicable, and provided by the service user)
- Health and clinical information, including presenting concerns, assessment responses, questionnaire scores, developmental and medical history, and information from third parties (e.g. school reports, informant questionnaires) provided with your consent. Not all of this information may be recorded, but will be on a case by case basis, and again, with your consent.
- Records of sessions, correspondence, and reports we produce.
- Billing and payment information.
- Technical data needed to run remote sessions (e.g. the email address used for a video link); we do not require you to install unfamiliar software beyond what is stated in your appointment confirmation.

## 7.2 Our lawful basis for processing

Ordinary personal data (e.g. contact details) is processed under UK GDPR Article 6(1)(b) (necessary to perform our contract with you) and Article 6(1)(f) (our legitimate interests in running the Service).

Health information is 'special category data' under Article 9. We process this under Article 9(2)(h) (provision of health care) together with the condition in Schedule 1, Part 1, paragraph 2 of the Data Protection Act 2018, which applies because this processing is carried out by, or under the responsibility of, a health professional (your HCPC-registered psychologist) subject to a professional duty of confidentiality.

Where we rely on your consent for a specific, discretionary disclosure (for example, sending a report to your employer), that consent is separate from, and additional to, the lawful basis above, and you may withdraw it at any time without affecting the lawfulness of anything already done.

## 7.3 Who we share information with

We share information only where necessary, and only with:

- Your NHS GP, typically by way of a summary letter or report, unless you specifically ask us not to (we will explain the clinical implications of that request).
- NHS or other services, where a safeguarding or risk exception in Section 6 applies.
- Our clinical supervisor(s), in anonymised or pseudonymised form.
- IT and administrative service providers who process data on our behalf under a written contract (our 'processors') — for example, our practice management platform, secure video platform, clinical note-taking platform, and cloud storage provider. Further details on these providers are included in our Privacy Notice, but include:
  - Google Workspace (including Google Mail/Gmail)
  - Google Meet
  - Writeupp
  - Virtually There Offices Limited
  - Our accountant/bookkeeper, for billing data only.

- Any other recipient you have given specific, written consent for us to share with.

We do not sell your data, and we do not use it for marketing without your separate opt-in consent.

## 7.4 International data transfers

Aside from the transfers described in the Privacy Notice — WriteUpp's EU hosting and limited sub-processor transfers, and Google Workspace's global infrastructure — we do not transfer your data outside the UK.

Where a transfer occurs, it is protected by one of the following recognised safeguards:

- the UK's adequacy regulations for EEA transfers;
- the UK International Data Transfer Agreement or Addendum; or
- Standard Contractual Clauses.

## 7.5 How we keep your information secure

We apply security measures appropriate to the sensitivity of health data, including:

We use reputable, security-certified providers for our clinical records and communications, and our systems are protected by encryption in transit and at rest, individual logins and multi-factor authentication. We maintain a written data protection policy and carry out a data protection impact assessment, which we review when our services or systems change. Any personal data breach that meets the legal threshold will be reported to the ICO within 72 hours."

- Access to clinical records restricted to staff who need it, protected by an individual login and multi-factor authentication.
- Use of an encrypted video platform for remote sessions (Google Meet).
- A written Information Security Policy and a Data Protection Impact Assessment for the Service, reviewed annually.
- A written procedure for reporting and, where required, notifying the ICO of a personal data breach within 72 hours of us becoming aware of it.

## 7.6 How long we keep your information

We keep clinical records for the following periods, based on guidance from the British Psychological Society and the NHS Scotland Records Management Code of Practice for Health and Social Care:

- Adults: 8 years from the date of your last contact with the Service.
- Children and young people: until their 25th birthday (or their 26th birthday, if they were 17 at the point their contact with the Service ended).
- Records relating to a safeguarding concern, complaint, or incident: retained for the applicable statutory period, which may be longer than the periods above.
- Billing and financial records: 5 years,

At the end of the applicable retention period, records are securely and irreversibly destroyed: paper records are cross-shred confidentially, and electronic records are permanently deleted from all live systems and backups using a certified secure-deletion process.

## 7.7 Your rights

Under UK GDPR, you have the right to:

- Be informed about how your data is used (this document and our Privacy Notice).
- Access a copy of your personal data ('subject access request').
- Have inaccurate data corrected.
- Request erasure of your data, though this is limited for clinical records, which we are professionally and legally required to retain for the periods in Section 7.6.
- Restrict or object to certain processing.
- Receive your data in a portable format, where technically feasible.
- Withdraw consent at any time, where consent is the basis for processing.
- Complain to the Information Commissioner's Office ([ico.org.uk](https://ico.org.uk), telephone 0303 123 1113) if you are unhappy with how we have handled your data.

To exercise any of these rights, contact our Data Protection Lead using the details in Section 2. We will respond within one month, as required by law.

## 8. Remote Assessment and Treatment: Specific Terms

### 8.1 Technology and connectivity

Remote sessions depend on a stable internet connection and a private space at both ends. We will advise you of the platform used and any minimum requirements in advance. If a session is disrupted by a technical failure, we will attempt to resume it; if this is not possible, we will reschedule at no additional charge where the failure was on our side.

### 8.2 Your environment

Please attend sessions from a private, quiet space where you will not be overheard and are not driving or operating machinery. We may need to pause or end a session if we believe your location or circumstances make it unsafe or inappropriate to continue (for example, if you are not alone during a session that requires confidentiality, you are driving, or you are in a public place).

### 8.3 Verifying identity and location

Because we work with clients across the UK by video, we will verify your identity (for example, by photo ID at your first appointment) and confirm your GP practice and general location, in case we ever need to contact local emergency services on your behalf.

### 8.4 Limitations of remote assessment

Some elements of best-practice ADHD and mental health assessment (for example, certain structured observation methods) are designed for in-person delivery. Where this applies, we will

explain what adaptation we are making, and any resulting limitations on the strength of our conclusions, before you consent to the assessment.

## 8.5 Emergencies and crisis situations

This is not a crisis or emergency service, and we cannot guarantee an immediate response outside scheduled appointments. If you are in crisis, at risk of harm, or believe you or someone else is in immediate danger:

- Call 999 or go to your nearest A&E, or
- Call 111 (NHS 24 in Scotland: 111) for urgent mental health advice, or
- Contact Samaritans free on 116 123, any time.

We will ask you to give us the details of a nominated emergency contact and your GP practice at the outset, so that we have somewhere to direct concerns raised in a session if needed.

## 9. Fees, Payment, and Cancellation

Current fees are set out in our separate Fee Schedule, provided before booking. Fees are payable within 5 working days of invoice, by the payment methods set out in the Fee Schedule:

Direct bank transfer

Klarna

Paypal

We require at least 48 hours' notice to cancel or rearrange an appointment. Appointments cancelled with less notice, or missed without contact, are charged at 50% of the session fee, except where this is clearly unreasonable in the circumstances (for example, a genuine medical emergency). Waivered fees due to emergencies will be decided upon an individual basis, taking into account the evidence and nature of the circumstances.

Assessment reports are provided once any outstanding fees for the assessment have been settled, unless otherwise agreed in writing.

## 10. Reports and Outcomes of Assessment

Following an assessment, you will receive a written report setting out our findings, any diagnostic conclusions, and recommendations. The report belongs to you; we will not send it to any third party (including your GP, employer, or school) without your written consent, save for the exceptions in Section 6.

We are happy to send a copy directly to your GP with your consent, which can support continuity of care (for example, where medication may be considered following an ADHD diagnosis, since clinical psychologists cannot prescribe).

If you disagree with our findings, you may request a review of the report, ask for a second opinion and consider section 12.

## 11. Record Keeping

We keep a contemporaneous clinical record of each contact with you, including assessment materials, session notes, correspondence, and reports, in line with HCPC and BPS professional standards. You may request access to your own records at any time (see Section 7.7).

## 12. Complaints

If you are unhappy with any aspect of the Service, please tell us first, so we have the chance to put things right. You can raise a concern informally with Dr Jordan Anthony Bibby, trading as Synapse Psychology, or formally in writing to [hello@synapsepsychology.co.uk](mailto:hello@synapsepsychology.co.uk). We will acknowledge your complaint within [5] working days and aim to respond fully within [28] days.

If you remain unhappy after our internal process, or if your complaint concerns a matter of professional conduct, you can complain to:

- The Health and Care Professions Council (HCPC) — [hcpc-uk.org](http://hcpc-uk.org) — about the professional conduct or fitness to practise of a registered psychologist.
- The British Psychological Society (BPS) — [bps.org.uk](http://bps.org.uk) — where relevant to membership standards.
- The Information Commissioner's Office (ICO) — [ico.org.uk](http://ico.org.uk) — about how your data has been handled.
- The Scottish Public Services Ombudsman (SPSO), where applicable, as the final stage for some complaints about services delivered in Scotland.

## 13. Safeguarding

We take our safeguarding responsibilities towards children and adults at risk seriously. Where we have concerns about the safety or welfare of you or another person, we will act in line with UK safeguarding law and guidance, which may include contacting social work services, the police, or another appropriate authority, with or without your consent, as described in Section 6.

## 14. Ending the Service

You may end your engagement with the Service at any time by telling us. We may end our engagement with you, with reasonable notice, where continuing is not clinically appropriate, where fees remain unpaid, or where the working relationship has broken down — except where doing so would leave you at immediate risk, in which case we will support you to access alternative help first.

## 15. Liability

Nothing in these Terms limits or excludes our liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot lawfully be limited or excluded.

Subject to the above, our liability for losses connected to the Service is limited to the fees paid by you for the specific assessment or treatment giving rise to the claim, except where a higher limit applies under our professional indemnity insurance.

## 16. Governing Law and Jurisdiction

These Terms are governed by the law of Scotland. Any dispute will be subject to the non-exclusive jurisdiction of the Scottish courts, regardless of where in the UK you are based, reflecting that the Service is provided from, and controlled in, Scotland.

## 17. Changes to These Terms

We may update these Terms from time to time, for example to reflect a change in the law or in our practice. We will notify you of any material change before it takes effect, and continuing to use the Service after that point constitutes acceptance of the updated Terms.

## 18. Contact Us

For any question about these Terms, our Privacy Notice, or how we handle your data, please contact:

- Dr Jordan Anthony Bibby, trading as 'Synapse Psychology'.
- 3F1 Third floor 3 Hill Street Edinburgh EH2 3JP - Please do not send clinical information, medical records, assessment information or other sensitive personal information by post to this practice's business address. This practice uses a third-party virtual office for business correspondence and postal administration. If you need to provide clinical information or documents, please use the secure method provided by the practice. **If you are unsure how to send something securely, please contact me before sending it.**
- Data Protection Lead: Dr Jordan A Bibby, trading as 'Synapse Psychology';  
hello@synapsepsychology