

## Use of Skype

Here is some advice on using Skype shared from a university:

"I spoke very recently to the Ethics team at BACP who have assured me that as long as we make clear to students that we are using Skype and cannot 100% guarantee security because we are using a third party, and that the students agree to take this (very small) risk, then this is an ethical stance. They were also happy to hear that we have tried to get the students to take responsibility for the security of their communications online with us. They reminded me that the legal requirements for a company (or for us) to give access to internet records, should the police request it in certain extreme circumstances, would obviously mean that we could not offer a complete guarantee of security."

### "No absolute guarantee

We cannot guarantee 100% security as we have limited control over your actions or the actions of 3rd parties.

In using a company such as Skype, we cannot control data absolutely nor guarantee total security. We would proceed to work with you on the basis that you have understood and accepted the risks and were happy to enter a counselling relationship on that basis. We would ask you to give your agreement to working on this basis by signing the Online Registration Form that we would send you when you contact the service asking for an online appointment.

The link below provides you with more information with regard to Skype and security:

<http://www.skype.com/en/security/>

If you do have serious concerns about online security and feel that you cannot agree to these conditions, then online counselling as offered may not be the best option.

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