

## CODE OF ETHICS AND PRIVACY POLICY

The aim of this document is to provide clarity to the client of the services offered from Soul Resonation. Certified by IAOT and QHHT, Anna Medway is a certified resolution therapist, soul session counsellor and QHHT level 1 intern practitioner. Anna labels herself as an expression of her soul, which can be labelled as a spiritual teacher, healer and soul guidance counsellor.

### Act with integrity:

- I respect all persons beliefs and cultural needs.
- I respect the clients' beliefs of medical professionals. My support is supplementary and complimentary to licensed health care professionals.
- I state clearly that i do not do any healing. I offer an opportunity for the client to self-heal. I cannot guarantee any outcomes or specific results. I cannot guarantee the level of consciousness and altered natural state a client can allow access to. I cannot guarantee direct Soul connection.
- Only the clients Soul through their mouth gives opinions of root causes for conditions.
- I conduct a professional environment with no sexual inappropriateness.
- The clients' comfort and safety is priority.
- My authority for information is through my alignment with my Soul and Source. I continuously work on my own healing, development, self-reflection, qualifications and empowerment to the benefit and continued growth of others.
- I will withdraw my services from the client when it is clear in good faith the client can no longer benefit from continued service.
- I conduct business in a responsible and respectable manner.
- I uphold an obligation to the well-being and comfort of the client at all times.
- I maintain safe and hygienic premises of practice and personal grooming and hygiene.

### Confidentiality and privacy:

- Soul Resonation will protect the clients identity and privacy when information and media files are gained from sessions. The Permission to Share Form outlines this policy and will be discussed with each client prior to the start of a session. Also available to view on the website prior to booking. The client can accept or decline at the beginning of the session.
- All online SRQH sessions on Zoom are recorded and given to the client within 3 days of session completion. All Soul Guidance sessions are not recorded unless the client asks for this.
- All video and audio recordings will be deleted after 14 days of the session to save storage space.
- The clients is given a copy of their recoding video/audio via google docs.
- Media files as testimonials can be used for future promotional material as per the permission to share form guidelines. Clients have the option to opt out.
- Clients have the right to ask for any personal information store by Soul Resonation. This can include after session practitioner notes about the session that are stored on the secure Wix database.
- If a client is recognised as at risk from the disclosure of their intent to harm and requires further support outside of my services, the practitioner will make a referral.