CAIRN PSYCHOLOGY PRACTICE

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Clinical Psychology Services (Adult Outpatient Care)

> *This document establishes the digital, social media, and communication boundaries of Cairn Psychology Practice. It is governed strictly under Scots law and the jurisdiction of the Scottish courts.*

DIGITAL & SOCIAL MEDIA BOUNDARY POLICY

As an independent clinical practice, maintaining rigid professional boundaries online is vital to safeguard client confidentiality, preserve therapeutic objectivity, and comply with HCPC and BPS core regulatory frameworks. This policy outlines how Cairn Psychology Practice manages digital interactions.

1. Social Media Interaction Framework

- ****Personal Platforms:**** The practitioner enforces an absolute ban on personal social media connections with current or former clients. The practitioner will not accept 'friend', connection, or follow requests on personal networks (including LinkedIn, Facebook, Instagram, or X) to protect your privacy and ensure clinical detachment.
- ****Professional Accounts:**** The practice may maintain public-facing professional or business profiles for educational and directory purposes. Clients are strongly discouraged from engaging with these public channels (e.g., commenting or liking posts) to prevent the public exposure of their active status as clinical mental health patients.

2. Information Gathering Restrictions

- ****No Independent Research:**** The practitioner will never independently search for or research a client using Google or public social media profiles. Information gathering is restricted to formal intake forms, clinical interviews, and authorised medical data sheets. Looking up a client online breaches individual privacy boundaries and compromises the objectivity of the clinical formulation.
- ****Emergency Exceptions:**** The single narrow exception to this rule is an acute crisis environment where the practitioner believes a client is at immediate, severe risk of self-harm, and looking up location or safety telemetry is essential to coordinate with Scottish emergency infrastructure (NHS 24 / Police Scotland).

3. Digital Messaging Channels

- ****Email Mandate:**** Informal messaging networks (SMS text strings, WhatsApp, and social media messaging matrices) are strictly prohibited. The official encrypted e mail inbox info@cairnpsychologypractice.co.uk remains the authorised channel for booking variations and invoices, and file transfers also using Egress.

Client Signature: _____ Date: _____