

GENETIC COUNSELLING TERMS AND CONDITIONS

Genetic counselling aims to help you understand and adapt to information about how genetic conditions may affect you and your family, and to support you to make informed decisions.

YOUR GENETIC COUNSELLING SESSION

- Your genetic counselling session will be conducted virtually using the secure online Microsoft Teams platform. You will be sent a link for your session at the time of booking. If you do not have a Teams account, the following instructions provide guidance on how to join your session: [Join a meeting without a Teams account \(microsoft.com\)](#). If you experience problems joining your session, please contact the genetic counselling team at gc.uk@igenomix.com.
- It is your responsibility to ensure that you are in a suitable location to discuss personal and sensitive information for the duration of the genetic counselling session.
- For the session to proceed, you will be required to confirm your full name and date of birth.
- You will be asked to confirm your location in the session, for use in emergencies. If you choose not to disclose your location, your genetic counsellor may be unable to assist in the event of an emergency.
- The allocated session duration is the maximum duration; the actual session duration may be shorter than this allocated time. The session cannot be extended if you are late to attend. If you do not attend the session within 10 minutes of your scheduled appointment start time, this will be considered a cancellation without prior notice. If it seems likely that your session will overrun, your genetic counsellor will discuss with you the options for further counselling.
- If required, an interpreter can be arranged to fluently translate English to the required language for the duration of the scheduled genetic counselling appointment. You must notify the genetic counselling team at gc.uk@igenomix.com at the time of booking if you require an interpreter. There will be a charge for this service, which the genetic counselling team will discuss with you.
- In the unlikely event that either you or your genetic counsellor experiences technical problems during the session, your genetic counsellor will contact you on the phone number you have provided during the booking process. If you do not receive this call, you should telephone the Igenomix UK team on +44(0)2080688176.
- Igenomix UK may contact you after your genetic counselling session should we hold or require important clinical information relating to your case.

CONFIDENTIALITY AND DATA STORAGE

- Your genetic counsellor is bound by confidentiality. Your personal information and all clinically relevant data will be stored securely; only Igenomix personnel and your clinical team—who are similarly bound by confidentiality—will be permitted access to this information.
- We may be required to share anonymised information relating to your genetic counselling session with regulatory and professional bodies that review genetic counselling practices.
- If you indicate or your genetic counsellor believes that there is a risk of harm to you or others, or you may be suffering from a medical condition that requires immediate attention, your genetic counsellor is compelled to share this information with the appropriate persons/authorities.
- When you request genetic counselling, we will process your data: (1) to provide the appropriate genetic counselling services; (2) to check and guarantee the quality of the services provided; (3) for educational purposes, ensuring that the data is anonymised; (4) to address any concerns or suggestions made by you.
- Further information can be found in the Igenomix UK Privacy Policy at www.igenomix.co.uk or by contacting info.uk@igenomix.com.

CANCELLATION POLICY

- A minimum of 24 hours' notice is required for rescheduling or cancelling an appointment. Rescheduling/cancellation requests received less than 24 hours prior to your scheduled appointment start time will not be accepted and the session will be charged at full price (if applicable).
- If your genetic counsellor needs to cancel your session due to unforeseen circumstances, you will be contacted as soon as possible to reschedule the appointment.

If you will be attending a genetic counselling session with another person, please ensure that this person has also reviewed the above terms and conditions.