

Convo Africa Therapist Onboarding & Service Agreement

This Agreement is made between **Convo Africa Ltd** (“Platform Owner / Data Controller”) and the **Therapist** (“Service Provider / Data Processor”) for the provision of online therapy services through the Convo eTherapy platform.

1. Purpose

This Agreement sets out the terms under which the Therapist will provide therapy sessions via Convo eTherapy, including onboarding requirements, services, payments, and data protection responsibilities.

2. Onboarding Fee

1. To activate an account and gain access to the platform, the Therapist agrees to pay a **non-refundable onboarding fee of Ksh 1,000 (or equivalent USD/other currency)**.
2. Payment must be completed before the Therapist can access client bookings or use the platform.
3. This fee covers the administrative costs, platform setup, training, and initial compliance processes.

3. Onboarding & Acceptance

1. The Therapist confirms that they:
 - o Possess the required professional qualifications and licensure.
 - o Have read and accepted the **Data Processing Agreement (DPA)**.
 - o Agree to abide by the **Therapist Code of Conduct** and platform rules.
2. The Therapist may only accept clients after completing onboarding, paying the onboarding fee, and accepting this Agreement.

4. Services

1. The Therapist shall provide therapy sessions online via the Convo platform in a professional, ethical, and legally compliant manner.
2. Sessions must adhere to relevant local and international professional standards.
3. The Therapist is responsible for maintaining their licensure, professional indemnity insurance, and compliance with the law.

5. Payment Terms

1. Each session booked through Convo eTherapy shall include a **Ksh 500 (or equivalent currency) platform markup**.
2. The Therapist receives the **session fee minus the platform markup**.
 - o Example: Session fee = Ksh 2,500 → Therapist receives Ksh 2,000.
3. Payments are processed **bi-weekly** via the agreed method (bank transfer, mobile money, or international payment gateway).
4. Convo Africa will provide a **statement of sessions completed and payment due** at the end of each payment cycle.
5. The Therapist shall provide invoices if required for reconciliation or audit purposes.

6. Data & Platform Use

1. Convo Africa is the **Data Controller**; the Therapist is a **Data Processor**.
2. Therapists must:
 - o Process client data only through the Convo platform.
 - o Not export, store, or share client data outside the platform.
 - o Comply with all obligations in the DPA, including confidentiality, breach reporting, and secure data handling.
3. Therapists may not solicit clients outside the platform.
4. All session notes, recordings (if any), and client-related materials remain the property of Convo Africa as the platform owner.

7. Confidentiality

1. Therapists must maintain the confidentiality of all client information at all times.
2. Breach of confidentiality may lead to immediate suspension or termination and potential legal action.

8. Term & Termination

1. This Agreement is valid while the Therapist is active on the platform.
2. Either party may terminate with **two weeks' notice**.
3. Convo Africa may terminate immediately if:
 - o The Therapist breaches the DPA, code of conduct, or this Agreement.
 - o The Therapist engages in unethical, illegal, or unsafe practices.
4. Upon termination, the Therapist shall cease all client contact through the platform and comply with data deletion or return instructions.

9. Liability

1. Therapists are responsible for the professional services they provide.
2. Convo Africa is **not liable** for:
 - o Clinical outcomes
 - o Malpractice
 - o Any personal devices used by the Therapist
3. Therapists are encouraged to maintain professional indemnity insurance.

10. Governing Law & Jurisdiction

1. This Agreement is governed by the laws of **Kenya**, but may apply internationally where the Therapist is licensed.
2. Disputes will first be addressed via negotiation and mediation; unresolved disputes may be submitted to Kenyan courts or an agreed arbitration venue.

11. Acceptance

By signing or digitally accepting this Agreement, the Therapist confirms that they:

- Have read, understood, and agreed to the terms, including the onboarding fee and session markup.
- Accept responsibility for compliance with the DPA and platform rules.
- Are authorised to practice in their jurisdiction.

Signatures

For Convo Africa Ltd

Name: _____

Title: _____

Signature: _____

Date: _____

Therapist (Service Provider / Data Processor)

Name: _____

Professional Licence No.: _____

Signature: _____

Date: _____