

Statement of Intent

This policy sets out how Surrey Hypnotherapy Centre uses and protects the information you provide when using my services and accessing my website. I intend to ensure any data you provide is kept secure, managed respectfully and only used for the purposes for which it has been provided. This policy will be updated periodically in line with current legislation.

When you contact me via my website, phone or email I may ask you to provide or otherwise collect your:

Name

Email Address

Telephone Number

Any information you choose to supply regarding the purpose of your enquiry

Why is it collected and how is this information used?

I use this information in order to make contact with you to discuss your therapy requirements. If you choose to proceed with making an appointment to see me, I will provide you with a copy of this Privacy Policy so that you are aware in advance how I will use information provided both during the course of any therapy undertaken and subsequently. I do not contact clients with newsletters or offers.

I will ask you for your GP contact details and some basic health information: there are some conditions that are contra indicated for hypnotherapy and sometimes there are circumstances where it may be necessary to contact your GP before commencing therapy and I will inform you if this is the case. It may be necessary for some data you have provided to be shared with another medical professional (i.e. your GP) if I believe that you are a risk to yourself or others.

At the initial consultation you will be asked to complete a consent form to confirm that you have been made aware of the privacy policy and agree to it. In the case of a minor (aged under 18) the parent or guardian will be required to provide consent.

The data I hold about you is confidential and held securely.

In line with the terms of my insurance and the requirements of the regulatory bodies to which I belong (NCH & CNHC) written client notes are to be kept for 7 years (for minors this is 7 years subsequent to turning 18) after which time they will be destroyed safely.

Your Rights

Under the General Data Protection Regulations which are effective from May 2018 you have the following rights:

- the right to be informed (hence this policy)



- the right of access: if you wish to see your file then please make a request in writing to karen@surreyhypnotherapycentre.co.uk, the Data Processor. I will provide you with the information within 30 days of your request.
- the right to rectification: this is your right to request changes to any information I hold that is factually inaccurate. If you believe any of the information I hold on you is incorrect then please let me know as soon as possible and I will make the relevant changes.