



Mind Time Hypnotherapy Privacy Policy

This policy sets out how Mind Time Hypnotherapy will use and protect any information you provide.

I will always maintain the highest professional standards of confidentiality when dealing with client information. Any data you provide will be kept secure, and only used for the purposes for which it has been provided.

This policy will be reviewed regularly and updated when appropriate.

How I will use your information?

I collect personal information from you to fulfil a contract with you to provide the agreed therapy.

I will not share your personal information with any third party and no data will be transferred outside the UK.

What information will I collect.

I will collect personal information; Name, email address, phone number and other details that will enable me to provide the requested therapy.

I will ask you for details of your next of kin, this will only be used in the case of an emergency.

I will ask you for GP contact details and some basic health information: there are some conditions that are contra indicated for hypnotherapy and occasionally it may be necessary to contact your GP before commencing therapy. I will discuss this with you first, should this appear appropriate.

I will only use the information for the purposes of providing hypnotherapy, psychotherapy or other agreed therapies.

I will only ever disclose information to a third party if I am legally obliged to, or if not to do so would cause danger or serious harm to you, me or others. Even then, I will only share the minimum personal information required. Where possible, I will discuss this with you before I disclose any information.

During therapy sessions I will make notes in order that I can plan therapy sessions tailored to your specific needs and to keep a record of what was covered in the session. My notes will be as brief as possible and I shall limit as far as possible any personal information, however, due to the nature of therapy, I may make notes on sensitive information you may tell me.

If you agree, I will record sessions, which can be given to you to listen to between sessions. I will delete my copies of these recordings after successful delivery to you.

You do not have to provide all requested information, however, it may compromise the success of treatment if you do not.

I do not send out newsletters or promotional material either during or after treatment.

If you agree, I may send emails or text messages to confirm or rearrange appointments.

I will keep your data for 7 years after which it will be securely destroyed.



Under the *General Data Protection Regulations*, you have the following rights:

- 1) **The right to be informed**: this policy is designed to meet this requirement.
- 2) **The right of access**: if you wish have a copy of the personal data I hold on you, then please make a request in writing to me, Angela Palmer and I will provide you with the information within 30 days of your request.
- 3) **The right to rectification**: this is your right to request changes to any information I hold that is factually inaccurate. If you believe this to be the case, please let me know as soon as possible and I will make the relevant changes.
- 4) **The right to erasure**: given the nature of our work I am required to hold your details for a period of 7 years, after this your information will be securely destroyed.
- 5) **The right to restrict processing**: you may request that I stop processing your information. This would be done as a matter of course after your last consultation.
- 6) **The right to data portability**: I will on written request, provide you with a copy of your data I hold in a format to be agreed with you.
- 7) **The right to object**: you may object to me processing your data at any time by written request.
- 8) **The right not to be subject to automated decision-making including profiling**: I will not use your information for profiling or automated decision-making purposes.
- 9) In addition to the above, you have the right to make a complaint to the UK Privacy regulator, Information Commissioner's Office (<https://ico.org.uk/>)

This policy will be updated periodically in line with current legislation.