**Terms and Conditions**

If you need to cancel your hypnotherapy appointment, please give at least 24 hours’ notice so that the session can be offered out to clients who are on the waiting list. Missed appointments or appointments that are rescheduled with less than 24 hours’ notice will be charged at the full rate.

Please ensure you are on time for your appointment. It is likely that there will be an appointment booked immediately after yours and as a result any lateness will reduce the time available for your session.

\* Please turn off your phone prior to attending your session.

**General Data Protection Regulations (GDPR), 2018 explained**

GDPR replaces the 1998 Data Protection Act, to ensure your personal and sensitive, confidential data is kept private and held securely, being processed in the way that you have agreed to. It is there to protect your rights as a consumer of a service or product that might involve your identifiable data, e.g. your name and address or whether you have a specific condition. It also covers things like any session records, text messages or emails we exchange. I will need to gather certain information when you become a therapy client and these statements and policies are here to assure you regarding how your personal data will be safely stored.

**Why do you need to record my information?**

When you become a client, I will need to collect information about why you are using the service, a small amount your health and a small amount of information about your important others, alongside brief session notes. This information enables me to provide a high-quality service to you, ensuring I am equipped with the knowledge of our previous discussions prior to each session. Your contact details / address and Doctors details will only be used with your explicit consent or in an emergency.

*I do not send out newsletters or marketing materials and your contact details are solely used for the purpose of making appointments*

**How long will you hold my information for?**

I am regulated by the NCH, an organisation that stipulates I must hold your data for 8 years after your final session. Unless you are a child, in which case I must hold your data until your 25th birthday, unless you are 17 when treatment ends and then I must keep it until your 26th birthday. Therefore, all records will be deleted in the January after the above retention scales. This is also in line with my insurance company guidelines and with the NHS regulations for holding data.

**What if I do not want my records to be held for that long?**

Under GDPR you do not have the right to ‘erasure’ before the end of the required retention term. However, you do have the right to have your documents anonymised. You can make this request by writing to me. I would have to save the letter of request for anonymity for my insurance company’s legal team and tax purposes. All your details would be recorded with a pseudonym or initial to prevent any identifying details. Please understand that I will be holding very minimal information.

**What lengths are made to ensure my information is held securely?**

*Paper documents* – Are all stored in an unmarked locked cabinet in a secure property

*Text messages* – My work phone is secured with a pin code.

*Diary* – Only first names are recorded

*Wifi* – Secure and encrypted connection

*Emails* – My email account requires a username and password.

*Email attachments* – Any attachments sent by email to you containing your personal information would be password protected and the password would be sent to you via text message.

*Electronic documents* – Any electronic documents e.g. A letter to your GP, or an invoice, are password protected and stored on a password protected computer if they contain personal or sensitive information.

**Is what we discuss kept confidential?**

Everything we talk about during our sessions are strictly confidential between you and me. To ensure I am doing my job effectively and that I have the right support, I may discuss elements of our sessions with my supervisor. During these discussions I do not disclose any details that may identify you to my supervisor, and my supervisor also adheres to the GDPR.

**What if I see you outside of the session?**

If we see each other outside of a session I will smile but will not engage in any further conversation to ensure your confidentiality. You are welcome to share with other people about the therapy you are receiving, but I am obligated by GDPR law to ensure your confidentiality is protected. I would request that in order to ensure the success of your treatment, that you refrain from discussing your treatment with me outside of your sessions.

**What about other Health and Social Care Professionals?**

As I adhere to the GDPR any contact, relating to you, with other health care professionals would only be made with your signed consent. E.g. If I were to write to your GP to notify them of your treatment with me, and then notify them of the treatment ending, I would only do this if you were to sign the specific consent for this at the end of this document.

Exceptions:

In order to safeguard you and the people around you, if you were to disclose that you were going to carry out harm to yourself or someone else, then under my “Duty of Care” I am obligated by law to inform the relevant authorities. This is to support you to live well, and I would always aim to discuss this with you prior to contacting anyone. Secondly, If I was issued with a police warrant or court order for your information, by law I would also have to provide them with your information. Again, please be aware that the information I hold is minimal.

**Do you pass on my personal details?**

I do not give your details to any third party. I do not send out newsletters, marketing emails or offers. My website does use third parties such as Site123 and Google Analytics who have their own various ways of tracking numbers visiting the website. When browsing my website as a visitor, they will not collect any identifiable data without your previous consent, as they will also be compliant with GDPR.

**Online Zoom Therapy Sessions**

Online sessions are just as effective as face-to-face sessions, and in fact some clients find them more convenient. In order to make the most of your online session, here are a few useful pointers:

**Positioning** – Find a place where you won’t be disturbed or preferably overheard and choose a comfortable chair, couch or bed where you will be able to relax back undisturbed for the trance work. You may like to have a blanket ready to help keep you warm and comfortable.

It can be useful to experiment beforehand with the positioning of your device so that I will still be able to see you on my screen while you are relaxing.

**Music** - The quality of music played remotely during trance can vary. You may like to choose your own relaxing background music that can be played at your end instead at the appropriate time.

**Potential loss of signal** – At the first meeting we will discuss a backup plan in the event of loss of remote contact during the session. This will include alternative methods of communication.

In the event of loss of contact during trance, please be reassured that this poses no risk to you at all – you are always in control and are able to come round naturally and safely whenever you choose.

You can then call me back if you wish, if you wake within the prescribed appointment time, or message me any time afterwards.

Some people choose to set an alarm for 30 – 40 minutes from the start of the trance work for extra reassurance.

**Please Read This Document Carefully**

The frequently asked questions and related answers in this document establish the terms and conditions for treatment at Ash Hypnotherapy Centre.

Please ensure that these terms and conditions are fully accepted by you prior to attending subsequent appointments. If you feel you would require a change to your terms and conditions, please speak with me prior to our second session.

Your privacy and confidentiality are important, and Ash Hypnotherapy Centre will never use your information for any purpose other than that to which you have explicitly consented to above. You may withdraw consent at any time by getting in touch via phone 07932589423 or [petataylor1412@icloud.com](mailto:petataylor1412@icloud.com)

**I have discussed, and been provided with access, to the GDPR Policies and Procedures for Sue’s Solutions Hypnotherapy.**

**Signed…………………………………………………………………………Date……………………………**