

Privacy Notice and Data Protection Information



What personal information do I collect?

Name	Emergency contact details
Address	Health and wellbeing information
Email address	Session notes
Telephone numbers	Appointment records
Date of birth	Payment information
GP Details (where provided)	Website enquiry information

Lawful Basis for Processing

I process personal information under the following lawful bases:

- Performance of a contract (to provide hypnotherapy services)
- Compliance with legal obligations
- Legitimate interests where appropriate
- Consent (for marketing communications only)

Where health and wellbeing information is processed, this is carried out under the special category condition relating to the provision of therapeutic and health-related services.

How is my data collected?

Most information is provided directly by you through enquiry forms, consultation forms, emails, telephone conversations and therapy sessions.

How will my data be stored?

In May 2018 the Data Protection Act was replaced by the General Data Protection Regulations (GDPR). The changes to the Data Protection Act are aimed at ensuring that your personal, confidential and sometimes sensitive data, is held privately and securely.

How long will you hold my information for?

As a member of the National Council of Hypnotherapy I agree to keep written records stored securely for 8 years after the last interaction with an adult client and up to the age of 25 for a child under 16 when last seen or 26yrs for a 17-18 year old.

What if I would like my data to be destroyed before this date?

You may request that your personal data is deleted. Each request will be considered in accordance with UK GDPR and other legal or professional obligations that may require records to be retained.

Am I able to see or get a copy of the information held by you?

In most circumstances, I will respond to your request within one month of receiving it.

What are your reasons for collecting this information?

I process health and wellbeing information because it is necessary for the provision of therapeutic services and health-related support. I will only use your personal data when the law allows me to. Most commonly, I will use your personal data in the following circumstances:

- Where I need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where I need to comply with a legal or regulatory obligation.

To keep you updated about my products and services where you have consented to this. I shall send this information to you by email. You have the right to withdraw consent to marketing at any time by contacting me and by clicking on the 'unsubscribe' button in our emails.

How do I know that you will store my information securely?

I have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. I have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where I am legally required to do so.

Who may process your information?

I may use carefully selected third-party service providers to support the operation of my practice, including providers of email services, online meeting platforms, cloud storage, website hosting, payment processing and practice administration systems. These organisations are only permitted to process personal information in accordance with my instructions and applicable data protection laws.

Are our discussions within the hypnotherapy sessions confidential?

Yes, unless I need support from my supervisor or I believe that you are about to harm yourself or another.

What if I see you outside of a hypnotherapy session?

If we meet outside of a hypnotherapy session I will not acknowledge you unless you choose to acknowledge me.

Automated Decision-Making

I do not use automated decision-making or profiling when providing hypnotherapy services.

Will you discuss information about me with other health and social care professionals?

Only with your written consent.

Will my data be stored outside of the UK?

Some of the software providers I use may store data outside the UK. Where this occurs, appropriate safeguards are in place to ensure your information remains protected in accordance with UK data protection legislation.

Your Rights

Under UK data protection law, you have a number of rights regarding the personal information I hold about you.

The Right to Access

You have the right to request a copy of the personal information I hold about you and information about how it is being processed.

The Right to Rectification

You have the right to request that any inaccurate or incomplete personal information I hold about you is corrected.

The Right to Erasure

In certain circumstances, you have the right to request that your personal information is deleted. However, this right is not absolute. I may be required to retain certain records to comply with legal, insurance, safeguarding or professional obligations.

The Right to Restrict Processing

You have the right to request that I limit how I use your personal information in certain circumstances, for example whilst a concern about the accuracy of the information is being investigated.

The Right to Object

You have the right to object to the processing of your personal information where I rely on legitimate interests as my lawful basis for processing.

The Right to Data Portability

Where processing is carried out by automated means and is based on your consent or a contract with you, you have the right to request a copy of your personal information in a structured, commonly used and machine-readable format.

The Right to Withdraw Consent

Where I rely on your consent to process your personal information, such as for marketing communications, you have the right to withdraw that consent at any time. Withdrawal of consent will not affect the lawfulness of any processing carried out before consent was withdrawn.

Rights Related to Automated Decision-Making

I do not use automated decision-making or profiling when providing hypnotherapy services. Decisions relating to your care and treatment are made by a human being and not by automated systems.

Children, young people, and vulnerable clients

Where services are provided to children, young people, or adults who may be vulnerable, I take additional care to protect their privacy, safety, and wellbeing.

Personal data relating to children or vulnerable individuals will only be collected and used where necessary to provide the service, support safeguarding responsibilities, maintain appropriate professional records or comply with legal obligations.

Where required, I will obtain appropriate consent from a parent, guardian, or person with parental responsibility before providing services to a child. I will also consider the child's age, maturity, understanding, and best interests when involving them in decisions about their information.

Children and young people will be supported, where appropriate, to understand:

- what information is collected
- why it is collected
- how it is used
- when information may need to be shared

Session notes and records relating to children or vulnerable clients are stored securely and handled in the same confidential manner as all client information.

Confidentiality will be respected; however, confidentiality cannot be guaranteed where there is a concern about:

- risk of significant harm to the client or another person
- safeguarding concerns
- abuse, neglect, or exploitation
- a legal requirement to disclose information

In these circumstances, information may be shared with appropriate professionals or organisations, such as safeguarding teams, healthcare professionals, emergency services, or other relevant authorities. Only information necessary for the purpose of protecting safety or meeting legal obligations will be disclosed.

Where information is shared, I will document the reason for sharing and the information disclosed. Parents, guardians, or those with parental responsibility may request access to records relating to a child, subject to applicable data protection law and consideration of the child's rights, confidentiality, and best interests.

Records relating to children and vulnerable clients will be retained and securely deleted in accordance with the retention periods set out in this Privacy Policy.

Making a Rights Request

If you wish to exercise any of your rights, please contact me using the details provided in this Privacy Notice. I will respond to your request without undue delay and, in most cases, within one month of receiving it. In some circumstances, I may need to request proof of identity before processing your request.

What do I do if I have a concern about my data?

If you have concerns about how your personal information has been handled, please contact me at sarah@sarahmarkshypnotherapy.com. Your complaint will be acknowledged within 30 days. I will investigate the matter and provide a written response as soon as reasonably possible, normally within 30 days of acknowledgement. This in accordance with my Data Protection Complaints Procedure, full details of which can be found on my website sarahmarkshypnotherapy.com.

Who is the Data Controller and what is their ICO registration number?

Sarah Marks is the controller and responsible for your personal data and the registration number is ZB328396.

If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact me using the details set out below.

Contact details

Sarah Marks
sarah@sarahmarkshypnotherapy.com
541 Broadgate, Weston Hills, Spalding, Lincs PE12 6DB

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). However, I care deeply about your data protection rights and I would appreciate the chance to deal with your concerns before you approach the ICO so please contact me using the details above in the first instance. For full details of my Data Protection Complaints Procedure please visit www.sarahmarkshypnotherapy.com/dataprotection

Policy Review Date: June 2026

Next Scheduled Review: June 2027