

# PRIVACY POLICY

## Statement of Intent

This policy sets out how we at Lindsay Hughes, Hypnotherapy and Massage otherwise known as Lindsay Hughes use and protect the information that you provide when you use our services and our website

It is our intention to ensure that any data you provide is managed respectfully, kept secure and only used for the purposes for which it has been provided.

This policy will be updated from time to time in line with prevailing legislation.

When you contact us via our website, phone or email we will collect your:

Name:

Email Address:

Telephone Number:

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

## What we do with this information

We use this information in order to make contact with you to discuss your requirements.

We may also use this information to improve our services.

If you choose to go ahead with an appointment, we will send you a copy of a referral form which asks for more information\* and explains once again how we will use information provided in the course of our sessions together.

\*In the referral document we will ask for

Your name, address, telephone and email contact details so that we may contact you during the time we are working together.

Your GP contact details and health information: there are some conditions which are contraindicated for hypnotherapy.

Your next of kin: this is used very rarely and only in emergency situations.

You will also be asked to tick a box if you wish to receive promotional/further information about our services or about wellbeing in general. If you do not tick this box we will not contact you.

In the course of our sessions we will make a note of information you provide to us in order that we can plan future sessions and produce language patterns which will be used in session.

Under the General Data Protection Regulations which are effective from 25<sup>th</sup> May 2018 you have the following rights:

The GDPR includes the following rights for individuals:

- the right to be informed (which is why we have produced this policy).
- the right of access (if you wish to see your file then please make a request in writing to Lindsay Hughes, the  Data Processor. We 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 we hold that is factually inaccurate. If you believe any of the information we hold about you is incorrect then please let us know as soon as possible and we will make the appropriate changes
- the right to erasure (given the nature of our work we are required to hold our details for a period of 7 years, after this your information will be securely destroyed.)
- the right to restrict processing (we will only use the information for the purposes that we have stated: most standards of confidentiality applied in professional contexts are based upon the Common Law concept of confidentiality where the duty to keep confidence is measured against the concept of “greater good”. If in the therapist's opinion there is good cause to believe that not to disclose would cause danger or serious harm to self, the therapist or others, your GP or other appropriate agencies may be contacted. Only information required to ensure safety of relevant parties would be disclosed. Information may have to be disclosed without consent for the prevention, detection or prosecution of a crime. The sharing

of anonymous case histories with supervisors and peer support groups is not a breach of professional confidentiality

- the right to data portability: we will not share your information, other than in the situations described above, without your specific consent

- the right to object (we will not contact you for marketing purposes unless you have given us specific agreement to do so)

- the right not to be subject to automated decision-making including profiling (we will not use your information for profiling purposes).

#### Sharing Data

We use a data processor for the purposes of administration (including appointment making) and accounts. The data processor is trained for GDPR purposes and fully compliant with the requirements.

The clinic premises may operate CCTV surveillance for the purposes of security. We have received written assurance from the owners of the premises that any data obtained via CCTV is protected in accordance with the GDPR

#### Webcam Sessions

Where sessions are conducted by Webcam, eg. Skype, Facetime, the sessions are recorded only for as long as it takes to write up the notes not taken contemporaneously. Once notes have been documented, the recording is deleted.

#### Cookies

Cookies are small files which ask permission to be placed on your computer's hard drive so that we can analyse web traffic to our site. Through this we can see which of our website's pages are being viewed and are of interest. Most web browsers automatically accept cookies but you can modify your setting to decline them if you prefer. If you choose to do this, you may find you cannot make full use of our website.

#### Links to other websites

Our website may contain links to other websites of interest. However, once you use these links please be aware that you have left our website and we do not have any control over other websites. We cannot therefore be held responsible for the protection and privacy of any information which you provide when visiting such sites and these sites are not governed by our privacy policy. We advise therefore that you exercise caution and look at the privacy statement

applicable to the website in question.

ICO Registration No: