

# PRIVACY NOTICE & DATA PROTECTION POLICY

## 1. Who I am

I am the data controller for the personal information you provide to me.

**Business Name:** Sunstone Hypnotherapy

**Practitioner Name:** Gail Wright

**Email:** sunstonehypnotherapy.co.uk

**Telephone:** 07432323229

**ICO Registration Number:** ZB876846

This privacy notice explains how your personal information is collected, stored, used and protected in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## 2. What information I may collect

I may collect and store the following

- Name, address, email address and telephone number
- Date of Birth
- Emergency contact details
- GP details (where relevant)
- Relevant medical or health information
- Session notes and therapy records
- Appointment and payment information
- Communication records such as emails or messages

I only collect information that is necessary for providing safe and professional hypnotherapy services.

## 3. Why I collect Your Information

Your information is collected to:

- Provide hypnotherapy services safely and effectively
- Maintain professional clinical records
- Arrange and manage appointments
- Communicate with you regarding sessions
- Meet legal, professional and insurance obligations
- Maintain safeguarding responsibilities

- Keep basic financial records for tax and accounting purposes

#### **4. Lawful Basis for Processing Your Data**

Under UK GDPR, the lawful bases relied upon for processing your personal data are:

- **Contractual necessity** – to provide you the services you have requested
- **Legitimate interests** – for professional administration, record keeping and practice management
- **Legal obligations** – Where records are required for legal, safeguarding, insurance or regulatory purposes

As some information is collected is classified as special category health data, processing is also carried out under Article 9 GDPR for the provision of health-related therapy services and with your explicit consent where appropriate.

#### **5. Confidentiality**

All sessions are confidential

However, there may be exceptional circumstances where confidentiality needs to be broken, including:

- If there is concern that you may be at risk of serious harm to yourself or others
- If there is a safeguarding concern involving a child or vulnerable adult
- If disclosure is required by law

As part of a safe professional practice, I may discuss aspects of client work anonymously with a professional supervisor. Identifying information is minimised wherever possible.

#### **6. How Your Information Is Stored**

All records are stored securely and confidentially

Digital records are kept on password-protected devices and/or encrypted cloud storage systems that comply with UK data protection standards. Devices are used to access client information are protected by security software and kept up to date.

Paper records, where used, are stored securely in a locked cabinet accessible only to me

Reasonable steps are taken to prevent loss, misuse or unauthorised access to your information

#### **7. Online Services and Third-Party Providers**

I may use secure third-party services for;

- Email communication
- Appointment booking
- Video consultations
- Cloud Storage
- Accounting services

These providers are required to handle your information securely and in compliance with UK GDPR

Some electronic systems may store data outside the UK. Where this occurs, appropriate safeguards and UK GDPR compliant transfer mechanisms are used.

## **8. How Long Your Information Is Kept**

Records are retained in accordance with professional, legal and insurance requirements

- Adult client records are normally retained for 8 years after the last contact
- Records relating to children are retained until the client reached age 25, or age 26 if treatment ended at age 17-18

After this period, records are securely destroyed.

## **9. Your Rights**

Under UK GDPR, you have the right to;

- Request access to your personal data
- Request correction of inaccurate information
- Request restriction of processing
- Object to processing in certain circumstances
- Request erasure of your data where applicable
- Withdraw consent where consent is relied upon

## **10. Sharing Information**

Your information will not be shared with third parties without your written consent

Exceptions may apply where;

- There is a safeguarding concern
- Disclosure is required by law
- There is a serious risk of harm to yourself or others

## **11. Complaints**

If you have concerns about how your information is handled, please contact me in the first instance

You have the right to lodge a complaint with the Information's Commissioner's Office (ICO)

## **12. Policy Updates**

This privacy notice may be updated periodically to reflect changes in legal, professional or operational requirements