

# Privacy Policy – Dorset Hypnotherapy Practice



At Dorset Hypnotherapy Practice, your privacy is taken seriously. This policy explains how your personal information is collected, stored, and used in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## 1. Data Controller

The Data Controller responsible for your personal information is:

### Helen Wilks

Dorset Hypnotherapy Practice | Email: [helen@dorsethypnotherapypractice.co.uk](mailto:helen@dorsethypnotherapypractice.co.uk) | Telephone: 07388 566312  
Registered with the Information Commissioner's Office **ICO Registration Number:** ZB994751

## 2. Information I Collect

To provide safe and effective hypnotherapy services, I may collect the following personal information:

### Personal details

- Full name, address, telephone number, email address
- GP details
- Emergency contact details

### Special category personal data

As part of the assessment process, I may also collect:

- Medical history, current medications, allergies, relevant mental health history
- Personal circumstances relevant to treatment
- Therapy goals
- Brief session notes

Only information relevant to your care is collected.

## 3. Why I Collect Your Information

Your information is collected so that I can:

- Arrange appointments
- Provide safe hypnotherapy sessions
- Maintain accurate clinical records
- Monitor progress
- Respond appropriately in emergencies
- Meet professional and legal obligations

## 4. Lawful Basis for Processing

Under UK GDPR, the lawful bases relied upon are:

### Personal data

- **Article 6(1)(b) – Contract**  
To provide hypnotherapy services to you
- **Article 6(1)(c) – Legal obligation**  
To comply with legal and professional requirements
- **Article 6(1)(f) – Legitimate interests**  
To operate the practice safely and professionally

### Special category data

- **Article 9(2)(h)**  
Provision of health-related care

Where consent is required, you may withdraw your consent at any time.

## 5. How Your Information Is Stored

Your information is stored securely:

- Paper records are kept in a locked filing cabinet
- Digital records are stored on password-protected encrypted devices
- Access is restricted to the Data Controller only
- Records are kept confidential at all times

Your personal data will never be sold or shared for marketing purposes without your explicit consent.

## 6. How Long Information Is Kept

Adult client records are normally retained for **8 years after your final session**. This is in line with:

- professional insurance requirements

- legal obligations
- professional body guidance

### Young person records

Records for clients under 18 are retained until:

- age 25 if treatment ended before age 17
- age 26 if treatment ended at age 17 or 18

After this period, records are securely destroyed.

### 7. Confidentiality and Sharing Information

Sessions are confidential. Your information will only be shared when:

- You provide written consent
- There is a serious risk of harm to you or another person
- A child or vulnerable adult is at risk
- Required by a court order
- Required by law

Where possible, this would be discussed with you first.

### 8. Clinical Supervision

As part of professional practice, anonymised information may occasionally be discussed with a clinical supervisor. No identifying personal details are disclosed unless necessary and lawful.

### 9. Website Information

When you visit the Dorset Hypnotherapy Practice website, limited technical data may be collected automatically, including:

- IP address
- Browser type, device information
- Pages visited
- Contact form submissions

This information may be used to:

- improve website performance
- respond to enquiries
- maintain website security

If cookies are used, you will be informed through the website cookie banner.

### 10. International Data Transfers

Your data is normally stored within the UK. If any third-party service stores data outside the UK, appropriate safeguards will be in place to protect your information in accordance with UK GDPR.

### 11. Your Rights

You have the right to:

- Request access to your personal data
- Correct inaccurate information
- Request restriction of processing or object to processing
- Request erasure where legally possible
- Withdraw consent where consent applies
- Lodge a complaint with the ICO

Requests will usually be responded to within one month.

Please note that some records may need to be retained for legal or insurance reasons.

### 12. Complaints

If you have concerns about how your data is handled, please contact me first. You also have the right to complain to the: Information Commissioner's Office | Website: [ico.org.uk](http://ico.org.uk) | Telephone: 0303 123 1113

### 13. Changes to This Policy

This privacy policy may be updated from time to time to reflect legal or operational changes. The latest version will always be available by contacting me or on the Dorset Hypnotherapy Practice website.

