

Privacy Policy

Hypnotherapy & Wellbeing Services | GDPR & UK GDPR Compliant

DATA CONTROLLER DETAILS

Throughout the rest of this policy, all references to 'the Data Controller' or 'the Practice' refer directly back to this box.

Practice / Business Name: Maria Green Hypnotherapy and Wellbeing
Data Controller Name: Maria Green
Registered Office / Address: 74 Boyd Avenue
Toftwood Dereham NR19 1ND
Contact Email: mariagreenhypnotherapy@gmail.com
Contact Phone Number: 07588 157231
ICO Registration Number: CSN2547215
Effective Date: 22/08/2026

1. Introduction & General Scope

This Privacy Policy explains how personal data is collected, used, stored, and protected in connection with hypnotherapy and wellbeing services. For the purposes of applicable data protection legislation—including the General Data Protection Regulation (GDPR) and the UK GDPR—the individual/entity identified in the Data Controller Details section above acts as the designated "Data Controller" (referred to throughout this document as "the Data Controller", "we", "us", or "the Practice").

We are committed to respecting client privacy and safeguarding personal information. This policy applies to all personal and sensitive data collected via website interactions, consultation forms, session notes, and communication channels.

2. Types of Information Collected

To provide safe, effective, and personalized hypnotherapy and wellbeing sessions, we process two distinct categories of data:

- **Standard Personal Data:** Name, date of birth, contact details (email, phone number, residential address), emergency contact information, and payment or billing details.
- **Special Category Data (Health Data):** Medical history, GP contact details, physical and mental health background, lifestyle information, therapy session notes, and clinical progress logs. Under Article 9 of the GDPR, physical and mental health records constitute Special Category Data requiring heightened safeguards.

3. Lawful Basis for Processing

We process personal data only when a clear legal basis applies under the GDPR:

- **Contractual Necessity (Article 6(1)(b)):** Processing is necessary to deliver requested therapy/wellbeing services, manage bookings, and communicate regarding appointments.
- **Legitimate Interests (Article 6(1)(f)):** Processing is necessary for administrative operations, record management, accounting, and business optimization.

- **Legal Obligation (Article 6(1)(c)):** Processing is required to comply with financial, tax, or professional legal requirements.
- **Explicit Consent (Article 9(2)(a)):** Special category health data and therapy notes are processed strictly on the basis of explicit, written consent obtained prior to starting treatment. Consent may be withdrawn at any time, subject to legal record-keeping obligations.

4. How Information is Used

Collected data is used exclusively for the following purposes:

- Assessing suitability for hypnotherapy and tailored wellbeing programs.
- Conducting effective clinical sessions and tracking therapeutic progress.
- Scheduling sessions, sending appointment reminders, and handling billing/invoicing.
- Maintaining professional clinical records as mandated by professional standard bodies and insurance requirements.
- Responding to client inquiries and administrative correspondence.

5. Data Retention & Storage

Client records, clinical notes, and session documentation are stored securely using encrypted, passwordprotected digital systems or locked physical storage.

In compliance with professional indemnity insurance standards and legal guidelines, adult client records are typically retained for a minimum of 7 years following the final session. For child clients, records are retained for 7 years after the client reaches the age of 18. Upon expiration of the retention period, records are permanently erased or securely shredded.

6. Confidentiality & Data Sharing

Strict confidentiality is maintained at all times. Personal data and session notes are never sold, rented, or disclosed to third parties for marketing.

Information may only be shared under the following limited circumstances:

- **Safeguarding & Harm Prevention:** If there is reason to believe the client or another person is at immediate risk of severe harm.
- **Legal Requirement:** When required by a court order, subpoena, or applicable statutory duty.
- **GP / Healthcare Liaison:** With express permission to liaise with the client's GP, psychiatrist, or medical care provider.
- **Trusted Service Providers:** Secure third-party processors (e.g., encrypted practice management software, payment gateways) bound by strict GDPR compliance obligations.

7. Your Individual Rights

Under GDPR, clients possess the following rights regarding their personal data:

- **Right of Access:** Request a copy of personal data held by the Practice (Subject Access Request).
- **Right to Rectification:** Request correction of inaccurate or incomplete information.
- **Right to Erasure ('Right to be Forgotten'):** Request deletion of personal data, subject to statutory/insurance record retention duties.

- **Right to Restrict Processing:** Request restrictions on how data is processed under specific circumstances.
- **Right to Data Portability:** Request transfer of provided data to another provider in a structured format.
- **Right to Withdraw Consent:** Withdraw consent for processing health data at any time without penalty.

8. Contact & Complaints

To exercise any data rights, submit questions, or raise concerns, please contact the Practice directly using the contact details specified in the Data Controller Details box at the beginning of this policy.

If you feel your data has not been handled in accordance with the law, you also have the right to lodge a formal complaint with the relevant supervisory authority (in the UK, the Information Commissioner's Office - ICO at www.ico.org.uk).