

Privacy policy 2026

Policy Statement

Inspire Me Hypnotherapy is committed to protecting the privacy, confidentiality and security of all personal information entrusted to us by clients, prospective clients, employees and business contacts.

This policy sets out how we collect, process, store, retain and protect personal information.

Our Data Protection Principles

We will ensure all personal data is:

- processed lawfully, fairly and transparently;
- collected for specified, explicit and legitimate purposes;
- adequate, relevant and limited to what is necessary;
- accurate and kept up to date;
- retained only as long as necessary;
- processed securely using appropriate technical and organisational measures;
- handled in accordance with individuals' rights under UK GDPR.

Information We Collect

We may collect:

Identity Data

- Name
- Age
- Address
- Telephone number
- Email address

Health Information

- Current medications
- GP details
- Lifestyle information
- Therapy goals
- Session notes

- Risk assessments

Financial Information

- Invoices
- Receipts

Communications

- Emails
- Telephone records
- Appointment bookings
- Text messages

Special Category Data

Health information is Special Category Personal Data.

We process this information only where necessary to:

- provide hypnotherapy treatment;
- assess suitability for therapy;
- ensure client safety;
- fulfil professional obligations.

Lawful Basis

We process personal data under one or more of the following lawful bases:

- Performance of a contract.
- Legal obligation.
- Legitimate interests.
- Explicit consent (where required for special category data).

How We Use Personal Information

We use personal information to:

- deliver hypnotherapy;
- maintain client records;
- arrange appointments;
- send appointment reminders;
- collect payments;
- comply with legal obligations;
- manage complaints;
- maintain insurance records;
- safeguard clients;
- protect against fraud.

We do not sell personal information.

Confidentiality

Everything discussed during therapy remains confidential unless:

- required by law;
- required by a court order;
- there is a serious risk of harm to yourself or others;
- safeguarding concerns arise regarding a child or vulnerable adult;
- disclosure is necessary to prevent serious crime.

Where appropriate, clients will be informed before disclosure.

Data Security

We protect information through:

- encrypted computers;
- password-protected devices;
- secure cloud storage;
- encrypted backups;
- anti-virus software;

- two-factor authentication where available;
- locked filing cabinets for paper records;
- restricted staff access;
- secure disposal of confidential waste.

Data Retention

Unless longer retention is required by law or insurers:

Adult client records will normally be retained for seven years after the final appointment.

Financial records will be retained in accordance with HMRC requirements.

Expired records will be securely destroyed.

Sharing Information

Information may be shared only where necessary with:

- your GP (with consent);
- other healthcare professionals (with consent);
- professional supervisors using anonymised information where possible;
- professional indemnity insurers;
- legal authorities where required;
- safeguarding agencies where legally necessary.

All third-party providers must maintain appropriate security standards.

International Transfers

Where cloud-based systems process information outside the UK, we ensure appropriate safeguards are in place in accordance with UK data protection law.

The Data (Use and Access) Act 2025 clarifies aspects of the UK's international transfer framework while maintaining protections for personal information. ([GOV.UK](https://www.gov.uk))

Individual Rights

Individuals have the right to:

- access their personal information;
- request correction;
- request erasure where applicable;
- restrict processing;
- object to processing;
- request data portability where applicable;
- withdraw consent where processing relies on consent;
- complain to the Information Commissioner's Office (ICO).

Subject Access Requests

Requests should be submitted in writing by email.

We will respond within the statutory time limits unless an extension is permitted under UK law.

The Data (Use and Access) Act 2025 provides additional clarification on handling Subject Access Requests, including how organisations may assess and manage certain requests while ensuring individuals' rights are respected. (www.hlc.com)

Data Protection Complaints

In line with the Data (Use and Access) Act 2025, Inspire Me Hypnotherapy has a formal process for handling data protection complaints.

Individuals may submit complaints:

- by email;
- in person.

We will:

- acknowledge complaints within 30 days;
- investigate promptly;
- respond without undue delay;
- explain the outcome and any action taken.

If the complainant remains dissatisfied, they may contact the Information Commissioner's Office.

This complaints process is available free of charge. ([ICO](#))

Data Breaches

Any suspected personal data breach will be:

- investigated immediately;
- documented;
- risk assessed;
- reported to the ICO where legally required;
- communicated to affected individuals where there is a high risk to their rights and freedoms.

Staff Responsibilities

Anyone working for or on behalf of Inspire Me Hypnotherapy must:

- maintain confidentiality;
- complete appropriate data protection training;
- use secure passwords;
- report suspected breaches immediately;
- follow this policy at all times.

Website and Electronic Communications

Where applicable, our website complies with UK cookie and privacy requirements.

Marketing emails are sent only where permitted by law or with appropriate consent.

Artificial Intelligence

Inspire Me Hypnotherapy does not use artificial intelligence to make decisions about clients.

Policy Review

This policy will be reviewed:

- annually;
- following significant legislative changes;
- after any significant data breach;
- following guidance issued by the Information Commissioner's Office.

Contact

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