Yungnar Hypnotherapy

Data Protection Policy
Data Controller: Sara Brittlegill, Hypnotherapist, Yungnar Hypnotherapy
Email: yungnarhypnotherapy@gmail.com
Website: www.yungnarhypnotherapy.co.uk
ICO registration number: ZC261660

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1. Purpose

Yungnar Hypnotherapy respects the privacy of clients and is committed to handling personal information securely, confidentially and in accordance with applicable UK data protection legislation.
This policy explains how client information is collected, used, stored, protected and eventually deleted or anonymised.
Yungnar Hypnotherapy is an online hypnotherapy practice operated by a sole practitioner. Access to client information is therefore strictly limited to the practitioner, except where information needs to be shared in accordance with this policy.

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2. Information collected

The information collected will be limited to what is reasonably necessary to provide hypnotherapy services and manage the client relationship.
This may include:

- name and contact details;
- appointment and booking information;
- brief information about the reason for seeking hypnotherapy;
- relevant information discussed during sessions;
- brief session records and treatment plans;
- health information where this is relevant to the work being undertaken;
- correspondence relating to the client and their treatment;
- payment records; and
- information necessary to deal with a complaint, safeguarding concern or other legal or professional requirement.

Health information is treated as particularly sensitive personal information and is only collected where it is relevant and necessary.

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3. How client information is recorded

Client contact details and brief session information are recorded in an Excel document stored locally on the practitioner's laptop.
The laptop is protected by password and/or facial recognition at login and is not accessible to other people.
During or around a session, the practitioner may make handwritten notes using a reMarkable device. These notes are transferred to the practitioner's business email account and incorporated into the client's electronic record. No paper client records are retained.
Working records, session notes and other treatment documentation normally identify the client by their initials rather than their full name.
The record containing the client's personal details is kept separately from working treatment information wherever practical.
This approach reduces the amount of identifiable information contained in individual

treatment records.

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4. Email
Client correspondence is retained within the Yungnar Hypnotherapy business Gmail account:
yungnarhypnotherapy@gmail.com
The account is protected by appropriate login security, including password and/or facial recognition where supported by the device being used.
Emails containing relevant information about a client's treatment form part of the client's record where appropriate.

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5. Website enquiries
Initial enquiries submitted through the Yungnar Hypnotherapy website are sent to the business email address using Formspree.
Formspree is used to transmit the enquiry and does not form part of Yungnar Hypnotherapy's permanent client record storage system.
Information from an enquiry will be retained only for as long as reasonably necessary to respond to the enquiry and, where the person becomes a client, will be incorporated into the appropriate client record.
Yungnar Hypnotherapy does not currently use client information to send newsletters or other marketing communications.

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6. Online sessions and Zoom
Hypnotherapy sessions are conducted online using Zoom.
Recording sessions is **not the normal practice of Yungnar Hypnotherapy**.
Zoom provides facilities which may include note-taking and session summarisation.
These facilities are not used automatically.
If Zoom's note-taking or summarisation facilities are to be used during a session, this will be discussed with the client and agreed before the rele