Yungnar Hypnotherapy

Privacy Notice
Data Controller: Sara, Yungnar Hypnotherapy
Email: yungnarhypnotherapy@gmail.com
Website: yungnarhypnotherapy.co.uk
ICO registration: Application submitted – registration number to be added when confirmed
Last updated: September 2026

1. About this Privacy Notice

I respect your privacy and want you to understand what happens to your personal information when you contact me or use my hypnotherapy services.
This Privacy Notice explains what information I collect, why I collect it, how I keep it secure, how long I keep it and your rights in relation to your information.
Yungnar Hypnotherapy is an online hypnotherapy practice operated by me, Sara. I am responsible for the personal information I hold about you.

2. What information do I collect?

I only collect information that is relevant and reasonably necessary for providing my service and communicating with you.
Depending on your circumstances, this may include:

- your name and contact details;
- information you provide when making an enquiry;
- appointment and booking information;
- information about what you would like help with;
- relevant information discussed during your sessions;
- brief session notes and treatment plans;
- health information where this is relevant to the work we are undertaking;
- correspondence between us; and
- payment information necessary to keep appropriate financial records.

You are not required to provide information that is not relevant to your treatment.

3. Why do I need this information?

I use your information to:

- respond to enquiries;
- arrange and manage appointments;
- provide hypnotherapy services;
- understand what you would like to work on;
- maintain appropriate professional records;
- communicate with you about your sessions;
- process and record payments;
- deal with any concerns or complaints;
- obtain professional supervision where necessary; and
- meet relevant legal, professional, insurance and accounting requirements.

I do not currently use client information to send newsletters or marketing communications.

4. Health information

Some of the information you choose to discuss with me may be health information.
I only ask for health information where it is relevant to the work we are considering or undertaking.
Where appropriate, I may ask you to complete a health questionnaire with me so that I can make sure that the proposed hypnotherapy work is appropriate.
I treat this information as confidential and take additional care to protect it.

5. How are my records stored?
Your main client details and brief session information are kept in an electronic record stored securely on my laptop.
My laptop is protected by password and/or facial recognition and is not accessible to other people.
I may make handwritten notes during or immediately around a session using a reMarkable device. These notes are transferred securely to my business email account and incorporated into your electronic record. I do not keep paper client records.
Where possible, treatment notes and working documents identify you by your initials rather than your full name.

6. Email
I use my business Gmail account, **yungnarhypnotherapy@gmail.com**, for correspondence with clients.
Relevant email correspondence may form part of your client record.
My business email account is protected by appropriate login security.

7. Website enquiries
If you contact me through my website, your initial enquiry is sent to me using Formspree.
Formspree is used to transmit the enquiry and does not form part of my permanent client record storage system.
If you subsequently become a client, information from your enquiry that is relevant to your treatment may be incorporated into your client record.

8. Zoom sessions
Hypnotherapy sessions are conducted online using Zoom.
I **do not normally record sessions**.
Zoom has facilities which can assist with note-taking and summarising a session. I will not use these automatically.
If I wish to use Zoom's note-taking or summarisation facilities during a session, I will discuss this with you first and obtain your agreement for that session.
Any information generated in this way will be treated as confidential client information and handled in accordance with this Privacy Notice.

9. Professional supervision
Professional supervision is an important part of my practice.
I may discuss aspects of my work with a professional supervisor in order to obtain

advice about treatment plans, difficulties or other professional matters.
I will normally do this without identifying you. Where possible, I will refer to you by your initials or other non-identifying information.
If it is necessary for my supervisor to see a document, such as a Treatment Plan, I will anonymise it wherever reasonably possible.
In the unusual situation where a complaint or other professional matter requires a supervisor to review relevant documentation, only information that is necessary for that purpose will be shared.

10. When might I share your information?
Your information is confidential and I will not normally share it with another person without your knowledge and, where appropriate, your consent.
There are limited circumstances where information may need to be shared.
These include:

- where you have given permission;
- where I am legally required to provide information;
- where disclosure is necessary to meet a professional or legal obligation;
- where information needs to be shared for appropriate professional supervision; or
- where I have a serious and immediate concern about your safety or the safety of another person.

If I become seriously concerned about your safety, I will normally talk to you about my concern first and encourage you to seek appropriate help.
Where appropriate and with your consent, I may contact your GP or another relevant professional.
I will only share information that is necessary for the particular situation.

11. Payments
You can pay for sessions by bank transfer, PayPal or cash.
I do not have access to or retain your bank or PayPal login details.
I keep appropriate payment records for accounting, tax and other legal requirements.

12. How long do I keep your information?
I normally keep relevant client records for **seven years after the end of the therapeutic relationship**.
This includes relevant treatment records, session notes, treatment plans and correspondence.
The reason for keeping records for this period is to allow me to meet appropriate professional, insurance, legal and complaint-related responsibilities while avoiding keeping your information indefinitely.
After the retention period, records will be securely deleted or anonymised unless there is a specific lawful reason why particular information needs to be kept for longer.

13. Your rights
You have rights in relation to the personal information I hold about you.

Depending on the circumstances, these include the right to:

- ask what personal information I hold about you;
- request a copy of your personal information;
- ask me to correct inaccurate information;
- ask me to restrict how your information is used in certain circumstances;
- ask me to delete your information where there is no lawful reason for me to continue holding it; and
- raise a concern about how I have handled your information.

Some of these rights are subject to legal exceptions. For example, I may need to retain certain information to meet a legal, professional or insurance requirement.
If you would like to exercise one of these rights, please contact me at:
yungnarhypnotherapy@gmail.com

14. Keeping your information secure
I take reasonable steps to protect your information from loss, misuse, unauthorised access or inappropriate disclosure.
No electronic system can be guaranteed to be completely secure, but I take appropriate precautions for a small online practice and keep the amount of identifiable information I hold to what is reasonably necessary.

15. Questions or concerns
If you have any questions about how I use your information, please contact me in the first instance:
Yungnar Hypnotherapy
Email: yungnarhypnotherapy@gmail.com
If you are unhappy with the way I have handled your personal information, I would encourage you to contact me so that I can try to resolve your concern.
You also have the right to raise a concern directly with the **Information Commissioner's Office (ICO)**.
ICO website: ico.org.uk

16. Changes to this Privacy Notice
I may update this Privacy Notice from time to time to reflect changes to my services, the way I handle information or relevant legal and professional requirements.
The current version will be made available on the Yungnar Hypnotherapy website.