

Hypnolab privacy policy

This privacy policy document contains types of information that is collected and recorded by and how it is used.

If you have additional questions or require more information about our privacy policy or working practices do not hesitate to email: info@hypnolab.co.uk

General Data Protection Regulations, 2018 (GDPR)

The General Data Protection Regulation (EU) (GDPR) regulates that your personal and sensitive, confidential data is kept private, held securely, and is processed only in the way that you have agreed to. It covers identifiable personal data, e.g. your name, address and telephone number. It also covers the contents of any session records, text messages or emails we may exchange.

Our legal basis for collecting and using the personal information described in this privacy policy depends on the personal information we collect and the specific context in which we collect the information:

- Our needs to make contract with you
- You have given us permission to do so
- Processing your personal information is in our legitimate interests
- We need to comply with the law

Personal data that we process shall not be kept for longer than is necessary. We will retain and use your information to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our policies.

Your rights

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. If you wish to be informed what personal information we hold about you and if you want it to be removed from our systems, please contact us by email.

In certain circumstances, you have the following data protection rights:

- The right to access, update or to delete the information we have on you
- The right of rectification
- The right to object
- The right of restriction
- The right to data portability
- The right to withdraw consent

Why information is collected

In order to provide the service I collect information about; why you are using the service, relevant medical information and a small amount of information

about your important others, alongside brief session notes. This information ensures that I have reference to previous discussions so that I can provide the best treatment to you. Your contact details will only be used in connection with your treatment and with your consent. Doctors details will only be used with your explicit consent.

Confidentiality

Everything we talk about during our sessions is strictly confidential between you and me. To protect anonymity, should we meet in public I will not acknowledge you unless you approach to say hello. I will not talk about any engagement in the hypnotherapy service you unless you mention this in our conversation and initiate a conversation on the topic.

Any contact, relating to you, with other health care professionals eg your GP would only be made with your explicit signed consent. E.g. If I were to write to your GP to notify them of your treatment with me.

Exceptions:

If you expressed an intention to carry out harm to yourself or someone else, then under my “duty of care” I am obligated by law to inform the relevant authorities. This is to safeguard you and the people around you. I would always aim to discuss this with you prior to contacting anyone.

If I was issued with a police warrant or court order for your information, by law I would also have to provide them with your information.

Information Storage

Your information is held securely

- Hardcopy documents – Are all stored in a locked cabinet.
- Text messages – My work phone is secured with a pin code.
- Emails – My email account requires a user name and password.

Testimonials

Subject to your prior consent, we may publish information you provide about treatment you received from us as a testimonial on our website. Such information may be available, via the internet, around the world. We cannot prevent the use (or misuse) of such information by others. To have your testimonial deleted from our website please contact us by email.

Website visitors

Consent

By using our website, you hereby consent to our privacy policy.

Cookies

As any other website, our website uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimise the users' experience by customising our web page content based on visitors' browser type and/or other information.

You can choose to disable cookies through your individual browser options. More information on how to do this can be found by visiting the following links:

- <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);
- <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
- <http://www.opera.com/help/tutorials/security/cookies/> (Opera);
- <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);
- <https://support.apple.com/kb/PH21411> (Safari); and
- <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

Note that if you block cookies, some features of our website may not be available to you.

Links to other sites

Our website may contain links to other sites including social media. Our privacy policy does not apply to other websites. Thus, we are advising you to consult the respective privacy policies of these other sites for more detailed information. It may include their practices and instructions about how to opt-out of certain options.

Log files

Our website follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analysing trends, administering the site, tracking users' movement on the website, and gathering demographic information.