



Sandra Wilson Clinical Hypnotherapy
Helping you find your way

Sandra Wilson Clinical Hypnotherapy Privacy Policy

Privacy Policy

Statement of Intent

This policy sets out how I use and protect the information that you provide when you use my services and my website.

It is my intention to ensure that any data you provide is managed respectfully, kept secure, and only used for the purposes for which it has been provided.

This policy will be updated from time to time in line with prevailing legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information I Collect

When you contact me via my website, phone or email, I will collect your:

- Name
- Email address
- Telephone number

During the initial consultation, I will ask for:

- Name
- Address
- Telephone number
- Email contact details

This information is required so that I may contact you during the time we are working together.

I will also ask for:

- Your GP's contact details
- Relevant health information
- The name and number of an emergency contact

There are some health conditions that are contraindicated for hypnotherapy, including active psychosis or severe depression. I am **not qualified to offer medical advice** and will refer you back to your GP if you raise anything that gives rise to concern about your health.

Session Notes and Records

During our sessions, I will make notes of information you provide in order to plan future sessions and to produce tailored hypnosis language patterns that may be used in future work.

Client records and session notes are stored **securely**. This may include storage on a **secure, GDPR-compliant online practice management system** (I am using a client case management system called We Are Kiku, you can read more about how they keep your data secure by clicking [HERE](#) or on this link <https://www.wearekiku.com/gdpr>), which uses appropriate technical and organisational measures to protect personal data, including encryption and access controls.

Only I have access to your identifiable client records. I take all reasonable steps to ensure that your personal information is kept safe from unauthorised access, disclosure, alteration, or loss.

How I Use Your Information

I use your personal information only:

- To contact you regarding your enquiry or sessions
- To provide hypnotherapy services
- To maintain accurate clinical records
- Where required, to ensure your safety or the safety of others

Your information is **not shared with third parties** except in the circumstances outlined below.

Confidentiality and Disclosure

Confidentiality is taken very seriously. Most standards of confidentiality applied in professional contexts are based upon the Common Law concept of confidentiality, where the duty to keep confidence is balanced against the concept of the “greater good”.

If, in my professional opinion, there is good cause to believe that not disclosing information would cause danger or serious harm to you or others, your GP or other appropriate agencies may be contacted. Only information required to ensure safety would be disclosed.

Information may also be disclosed without consent for the prevention, detection, or prosecution of a crime, where required by law.

The sharing of **fully anonymised case material** for supervision, peer support, or professional development purposes does not constitute a breach of confidentiality.

Your Rights Under UK GDPR

Under the General Data Protection Regulation (effective from 25 May 2018), you have the following rights:

- **The right to be informed** (this policy explains how your data is used)
- **The right of access** – you may request to see your records by writing to:
Sandra Wilson, 106 Runswick Road, Brislington, Bristol, BS4 3HZ

- I will respond to access requests within **30 days**
 - **The right to rectification** – you may request corrections to factually inaccurate information
 - **The right to erasure** – due to the nature of therapeutic work, records are retained for **8 years** after the end of therapy
 - Records relating to minors are kept for **8 years after their 18th birthday**
 - In the event of my death, your file will be destroyed with immediate effect
 - **The right to restrict processing** – your data will only be used for the purposes outlined in this policy
 - **The right to data portability** – your information will not be shared without your explicit consent, except as described above
 - **The right to object** – you will not be contacted for marketing purposes without your explicit consent
 - **The right not to be subject to automated decision-making or profiling** – I do not use your data in this way
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Webcam Sessions

Where sessions are conducted via webcam (e.g. Zoom), sessions may be recorded **only** for the purpose of writing up notes not taken contemporaneously. Once notes have been completed, recordings are deleted.

A recording may be kept and sent to the client **only if requested and agreed at the start of the session**. I do not record any sessions without your explicit permission.

For further information on Zoom's privacy and security practices, please visit www.zoom.us.

Cookies and Website Use

Cookies are small files placed on your computer's hard drive to help analyse web traffic and improve website functionality. Most web browsers automatically accept cookies, but you can modify your settings to decline them if you prefer. This may affect how fully you can use the website.

Links to Other Websites

My website may contain links to other websites or YouTube videos. Once you leave my website, I have no control over the content or privacy practices of external sites. I encourage you to review the privacy policies of any websites you visit.