

PRIVACY NOTICE:

I value your privacy and want you to be confident that your data is safe and secure with me and understand how I use it. The information below sets out how I collect, use and protect any personal data that you give to me.

I may change this privacy policy from time to time by updating this Privacy Notice. If any changes are substantial I will make this clear on my website or if appropriate may contact you directly.

About Me

I am a sole trader and classed as a 'data controller' of the information I hold and process about individuals who have expressed an interest in my Hypnotherapy and NLP services.

About the individuals whose data I collect

I collect data about individuals who:

- Enquire about and/or attend hypnotherapy and NLP sessions
- Sign up to my blog and Instagram posts
- Interact with me via my website or social media

What I do with personal data

Any data collected is in line with UK General Data Protection Regulation (UK GDPR), tailored by the Data Protection Act 2018 as it falls within the Governing Law and Jurisdiction English Law and the Exclusive Jurisdiction of the Courts of England and Wales.

The legal basis for processing your data is as follows:

- Contractual obligations in communicating therapy related information, eg booking appointments, recording progress
- Legitimate interest in communicating information about relevant services
- Legitimate interest for financial accounting purposes
- Legitimate interest for promotional activities

Storage of personal data

I hold data in both written and electronic form.

Written data collected:

- From individuals if they enquire by telephone or text, in which case, I hand-write contact details and brief notes in order to make contact
- From clients during the Initial Consultation and subsequent therapy sessions
- Written data is stored securely in locked cabinets. Relevant data is transferred to electronic format for the purposes of recording attendance and book-keeping.
- Electronic data is held in spreadsheets on password-protected laptops. Client data is anonymised.
- For clients participating in online therapy sessions, I use the industry standard online meeting software Zoom. It provides a secure environment for online sessions. I ensure that my anti-virus, firewall etc protection is kept up to date. I further ensure that I am in a private space whilst conducting online therapy.
- Electronic data within emails, text messages, voicemails, social media direct messages is held securely using leading service providers, such as Gmail, Facebook etc, and is accessed via password-protected user accounts, laptops and mobile phones.

Sharing your personal data

I may share your data with third-party service providers who assist with administering the service I provide to you, eg:

- Email Management System providers to help me communicate with you
- Online meeting software to help me provide 'remote' therapy sessions
- Event booking systems to help me manage attendees
- Payment Gateways to process financial transactions

PRIVACY NOTICE

NICCI MURPHY HYPNOTHERAY.COM

These providers have access to your personal information so that they can perform their functions on my behalf, but they may not use it for other purposes.

I am professionally obliged to report to relevant authorities if I have concerns that you may cause harm to yourself, to others, or to me.

I am also obliged to disclose information if it is in the public interest to do so, eg to prevent a serious and imminent threat to public health, national security or to prevent or detect a serious crime.

June 2021 COVID-19 Pandemic: Spending more than 15 minutes in a face-to-face session is deemed as 'contact' in respect of the UK Government's Test & Trace system. If contacted, I will be required to inform the NHS of people I have been in contact with. In this case I will share your name and contact details.

To ensure best practice I may from time to time discuss your progress with a senior supervisor, in which case I would not divulge your identity.

With the above exceptions, I will never share your data with a third party without your express permission, unless legally required to do so. Times when I might seek your consent to share your data may include:

Clients: making a referral to another therapist or medical practitioner

Your rights

- You have the following rights under the General Data Protection Regulations (UK GDPR):
- To request a copy of the information I hold about you
- To update any of your personal information if it is inaccurate or out of date
- To request that I delete the personal data I hold about you
- To restrict the way in which I process your personal data
- To request that I stop processing your data if you object to me doing so
- To ask me to transfer your personal data to a third party

Data Retention

I will keep your personal data for no longer than necessary for the purposes of providing my service to you and to fulfil my obligations for financial and insurance record keeping.

Cookies on my website

Like most websites I use 'cookies' on my website.

I use cookies for the Google Analytics tool, to provide an analysis of how visitors are accessing and using the site. Google Analytics is a web analytics tool that enables me to view a variety of reports about how visitors interact with the website so that I can improve it. Google Analytics collects information anonymously. It reports website trends without identifying individual visitors. I use cookies for the Facebook pixel that enables me to view how visitors interact with the website so that I can improve it, and to improve the efficacy of my advertising on Facebook and related social media platforms.

How to contact me : If you have any questions about how I handle your personal data you can contact me as follows:

Data Protection Officer , Nicola Murphy, 4 Meadow Road, Budleigh Salterton, Devon EX96JL