**Your Best Mind Hypnotherapy**

**GDPR / Privacy Policy and Information**

**How will my data be processed and stored?**

In May 2018, the Data Protection Act was replaced by the General Data Protection Regulation (GDPR). Your Best Mind Hypnotherapy is GDPR registered. The changes to the Data Protection Act are aimed at ensuring your personal, confidential, and sometime sensitive data, is held privately and securely. This means that any data you give to Sarah Coward at Your Best Mind Hypnotherapy must be processed in a way you agree with. GDPR exists to protect your rights as a consumer. It applies to your identifiable data, e.g., your Name and address and any reason you might have for visiting Sarah Coward at Your Best Mind Hypnotherapy. It also covers any session records, text messages or emails between Sarah Coward at Your Best Mind Hypnotherapy & yourself.

**How long will you hold my information for?**

Sarah Coward at Your Best Mind Hypnotherapy is a member of the [AfSFH](https://www.afsfh.com/). As such she is bound by their regulations regarding the length of time they must hold onto your information.

The code of conduct says “2.4 Keep accurate and legible client records, that are attributable to you as the Solution Focused Hypnotherapist and truly represent your interaction with the client to include written consent to receive Solution Focused Hypnotherapy (parental if under 16), information gathering from the Initial Consultation, notes on progress, copies of any correspondence relating to the client e.g. doctor’s letters. • You must protect client records and information against loss, damage or use by an unauthorised person. Electronic and paper-based records must be secure and protected against tampering (in accordance with GDPR, 2016). • You must notify clients of the rights with regards to accessing or deletion of their data/records in accordance with GDPR, 2016”. and Your Best Mind Hypnotherapy will adhere to this best practice policy.

**What if I would like my data to be destroyed before this date?**

Under the GDPR rules, you can request the deletion of any of your records at any time.

Simply write to Sarah Coward at Your Best Mind Hypnotherapy requesting that your records are destroyed and once they have confirmed your identity, they will do so. There is no charge for this service. Sarah Coward at Your Best Mind Hypnotherapy will then ensure that all your paper records are shredded with a cross shredding machine. Any electronic data held by Sarah Coward at Your Best Mind Hypnotherapy, such as emails or texts will be permanently deleted

from the devices they are stored on. NB. Sarah Coward at Your Best Mind Hypnotherapy may need to save the written deletion request you sent them, if their insurance company insists on it, but would destroy any other data.

**Am I able to see or get a copy of the information held by you?**

In line with GDPR, if you send Sarah Coward at Your Best Mind Hypnotherapy a request in writing, specifying the data you wish to see, they will supply you with a copy of your data within 30 days. Sarah Coward at Your Best Mind Hypnotherapy will need to confirm your identity before sending you the information. There will be no charge for this service. NB Sarah Coward at Your Best Mind Hypnotherapy insurance company’s legal team may wish to verify any information Sarah Coward sends out.

**What are your reasons for collecting this information?**

Sarah Coward and Your Best Mind Hypnotherapy is keen to offer the highest quality solution focused hypnotherapy services to their clients. Most of the personal information we process is provided to us directly by you at our data gathering and Initial Consultation session. Sarah will collect the following information:

• An idea of what you would like to achieve by coming for hypnotherapy

• A small amount of medical information

• Some brief session notes

• Your contact details

• GP contact details

• MYCaW research data (when applicable)

• Some basic information about your important others

This information allows Sarah Coward at Your Best Mind Hypnotherapy to provide continuity within the sessions, in order to help you towards your goal. This information will allow Sarah Coward at Your Best Mind Hypnotherapy to refer to the content of earlier sessions and previous discussions. Sarah Coward at Your Best Mind Hypnotherapy will only use your contact details/address and GP’s details with your explicit consent. (See client agreement and initial consultation). The MYCaW research programme collects unidentifiable information for the purposes of producing scientifically measured outcomes for Solution Focused Hypnotherapy.

**How do I know that Your Best Mind Hypnotherapy will store my information safely?**

Your information is securely stored.

• *Paper session notes* - Sarah Coward at Your Best Mind Hypnotherapy uses any paperwork from client sessions to populate the cloud-based computer CRM system (Capsule) that is in use by Your Best Mind Hypnotherapy. You can access and view Capsule’s Security and Data Protection information [here.](https://capsulecrm.com/support/account-and-security/security-and-data-protection/#:~:text=Data%20that%20is%20transferred%20between,are%20no%20longer%20considered%20strong.) Paperwork will be destroyed and shredded with a cross shredding machine once the CRM system is updated.

• *Text messages* - Sarah Coward’s work phone is secured by a PIN passcode and Apple iPhone Face ID (Face ID is safe 100% because the probability that another person can unlock your iPhone with Face ID is less than one in 1,000,000)

• *Emails* - Sarah Coward’s email account requires secure password to access emails and uses Gmail security and secure email encryption as per Google and Gmail’s services which can be read [here.](https://safety.google/gmail/)

• MYCaW research data - accessed via a password protected programme on Your Best Mind Hypnotherapy’s laptop device.

**Are our discussions within the hypnotherapy sessions confidential?**

Everything you discuss with Sarah Coward at Your Best Mind Hypnotherapy during your sessions remains strictly confidential. Occasionally it may be necessary for Sarah Coward to discuss elements of your sessions with their supervisor to ensure that they are helping you in the most effective way. However, no identifying features about you will be disclosed during these discussions. Sarah Coward’s supervisor is also registered with the ICO and abides by GDPR requirements.

**What if I see Sarah Coward outside of a hypnotherapy session?**

Sarah Coward at Your Best Mind Hypnotherapy is obliged by GDPR to always protect your confidentiality. So, for this reason, although she may acknowledge you, it would be ideal if any further conversation could be avoided. However, if you wish to discuss your therapy with other people, that is your choice, and you are welcome to do so.

**Will Sarah Coward at Your Best Mind Hypnotherapy discuss information about me with other health and social care professionals?**

Sarah Coward at Your Best Mind Hypnotherapy is only able to contact other health and social care professionals with your written consent. Should they write to your GP, to notify them that you have entered into a therapeutic relationship with them, or to notify them that your therapy has been successfully concluded, Sarah Coward would require your signature, in line with GDPR requirements. Sarah Coward at Your Best Mind Hypnotherapy does have a ‘duty of care’ towards their clients, so the only exceptions to this would be if they believed that you were about to harm yourself or others. Should this occur then Sarah Coward at Your Best Mind Hypnotherapy would be required to inform the relevant authorities. However, Sarah Coward would always aim to discuss this with you before taking any action. Legally, Sarah Coward at Your Best Mind Hypnotherapy would also have to provide the police with information as set out in a warrant or court order, should the situation arise.

**Who is the Data Controller and what is their ICO registration number?**

Data Controller is Sarah Coward, Your Best Mind Hypnotherapy, 6 Elm Close, Yatton, BS49 4EL This policy was last updated 10.05.2023. It may be updated at any time, so please check back regularly to ensure that you're aware of the latest version. Please note that the cookie policy for <https://www.yourbestmind.co.uk> is available to view online.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at Sarah Coward, Your Best Mind Hypnotherapy, 6 Elm Close, Yatton, BS49 4EL, or email contact sarah@yourbestmind.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

ICO Registration number: ZB545438 (expires: 09 May 2024)

Please sign and return a copy of this form to [Sarah@yourbestmind.co.uk](mailto:Sarah@yourbestmind.co.uk) to show you have read and understood this policy.

(Client) Signed Name ……………………………………………Date ……………………