

GDPR notice

1. Privacy Notice How will my data be processed and stored?

In May 2018 the Data Protection Act was replaced by the General Data Protection Regulations (GDPR). Faye Wardell is GDPR registered. The changes to the Data Protection Act are aimed at ensuring that your personal, confidential and sometimes sensitive data, is held privately and securely. This means that any data you give to Faye Wardell 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 & any reason you might have for visiting Seasons Hypnotherapy. It also covers any session records, text messages or emails between Faye Wardell & yourself.

2. How long will you hold my information for?

Faye Wardell is a member of the National Council for Hypnotherapy (NCH). As such they are bound by their regulations regarding the length of time they must hold onto your information. The Organisation insists that Seasons Hypnotherapy must hold onto your data for 8 years after your final session. However, the rule for children is different and the Organisation stipulates that their data must be held until their 25th birthday. The exception to this rule applies to young adults whose treatment ends when they are 17 years old when Seasons Hypnotherapy must keep their records until they reach their 26th birthday. Client records will be destroyed in the January after the dates given above. This is in line with NHS regulations for holding data.

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

Due to the sensitive nature of what we do, the insurance company advises that deletion of a client's data cannot occur before the minimum time for holding data has passed (see above). However, incorrect information may be amended.

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

In line with GDPR, yes, within 30 days. Please send a request in writing, specifying the data you wish to see. Your identity will need to be confirmed before sending any information. There will be no charge for this service. Seasons Hypnotherapy insurance company's legal team may wish to verify any information Faye Wardell sends out.

5. What are your Reasons for collecting this information?

In order to offer the highest quality support to clients, thereby collecting 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
- Some basic information about your important others

This information allows Faye Wardell to provide continuity within the sessions, in order to help you towards your goal. This information will allow Faye Wardell to refer to the content of earlier sessions and previous discussions. Faye Wardell will only use your contact details/address and GP's details with your explicit consent. See client agreement and initial consultation.

6. How do I know that you will store my information securely?

- Paper session notes – Any paperwork will be stored in a locked cabinet.
- Written information online, is stored on a password protected device.
- Text messages – Faye Wardell's work phone is secured by a password and fingerprint ID.
- Emails – Faye Wardell's email account requires a user-name and password to access emails.

7. Are our discussions within the hypnotherapy sessions confidential?

Yes, everything you discuss with Faye Wardell during your sessions remains strictly confidential. Occasionally it may be necessary for Faye Wardell 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. Faye Wardell's supervisor is also registered with the ICO and abides by GDPR requirements.

8. What if I see you outside of a hypnotherapy session?

Faye Wardell is obliged by GDPR to protect your confidentiality at all times. So, for this reason, although they 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.

9. Will you discuss information about me with other health and social care professionals?

Faye Wardell 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, Faye Wardell would require your signature, in line with GDPR requirements. Faye Wardell 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 Faye Wardell would be required to inform the relevant authorities. However, Faye Wardell would always aim to discuss this with you before taking any action. Legally, Faye Wardell would also have to provide the police with information as set out in a warrant or court order, should the situation arise.

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

The data controller for Seasons Hypnotherapy is Faye Wardell. This policy was last updated 12.04.2025. 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 Website address is available to view online.

ICO registration number is: ZB888113