



## Inner Balance Therapies

### **Statement of Intent**

This policy sets out how Inner Balance Therapies uses and protects the information you provide when using my services and accessing this website. I intend to ensure any data you provide is kept secure, managed respectfully and only used for the purposes for which it has been provided.

This policy will be updated periodically in line with current legislation.

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

- Name
- Email Address
- Any information you choose to supply regarding the purpose of your enquiry

### **How is this information used?**

I use this information in order to make contact with you to discuss your requirements. I may also use this information so that I may improve my services.

If you choose to proceed with making an appointment to see me or attending a group session, I will send you a copy of this Privacy Policy so that you are aware in advance how I will use information provided in the course of our sessions together.

I will ask you at your appointment/session to tick a box if you wish to receive promotional/ further information about services I may offer in the future, or about well being in general. If you do not tick this box I will not contact you for these purposes.

I may ask you for your GP contact details and some basic health information: there are some conditions that are contra indicated for hypnotherapy and sometimes there are circumstance where it may be necessary to contact your GP before commencing therapy. I will inform you of this at our appointment should this appear appropriate.

I may ask you for details of your next of kin: this is used very rarely and only in emergency situations. You do not have to consent to the collection of information, however, if you choose not to provide it, this could affect our working relationship together.



In the course of individual sessions: I may ask for your email address for the purposes of sending you a recording to listen to as part of the therapy. It may also be necessary to send emails to confirm or rearrange appointments.

I will make a note of information you provide me in order that we can plan bespoke therapy sessions and identify/produce scripts which will be used in session and/or which can be sent to you to listen to between sessions.

In the course of group sessions: I may ask for your email address for the purposes of keeping you updated on forthcoming classes or courses. I will not share your details with anyone else on the course without your permission.

For the purposes of clarity, I do not receive or retain your bank details. Under the *General Data Protection Regulations* which are effective from May 2018 you have the following rights:

- the right to be informed (which is why we have produced this policy)
- the right of access: if you wish to see your file then please make a request in writing to me, the Data Processor. I will provide you with the information within 30 days of your request.
- the right to rectification: this is your right to request changes to any information I hold that is factually inaccurate. If you believe any of the information I hold on you is incorrect then please let me know as soon as possible and I will make the relevant changes.
- the right to erasure: given the nature of our work I am required to hold your details for a period of 7 years, after this your information will be securely destroyed.
- the right to restrict processing: I will only use the information for the purposes that I have stated above. I uphold the common law principles of confidentiality where the duty to keep confidence is measured against the concept of 'greater good'. If in my opinion as a therapist there is good reason to believe not to disclose would cause danger or serious harm to self, the therapist or others then your GP or other appropriate agencies may be contacted. Only information required to ensure safety of relevant parties would be disclosed. Information may have to be disclosed without consent for the prevention, detection or prosecution of a crime. The sharing of anonymous case histories with supervisors and peer support groups is not a breach of professional confidentiality.
- the right to data portability: this right is more relevant to IT companies e.g. the sharing of information when moving from one utility provider to



another. I will not share your information without your specific consent, other than in the situations described above.

- the right to object: I will not contact you for marketing purposes unless you have given me specific consent to do so.
- the right not to be subject to automated decision-making including profiling: I will not use your information for profiling purposes.

### **Links to other websites**

My website may contain links to other websites of interest. However, once you use these links please be aware that you have left my website and I do not have any control over other websites. I cannot be held responsible for the protection and privacy of any information which you provide when visiting such sites and these sites are not governed by my privacy policy. Please exercise caution and look at the privacy statement applicable to the website you are visiting.