

Privacy Policy

This policy sets out how Janice Grant Hypnotherapy 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 purpose for which it has been provided.

When you contact me via my website, phone, email, messenger or WhatsApp I will collect
Name
Email address
Phone number

Only information you choose to supply regarding your enquiry will be stored.

How this information is used

I use this information in order to make contact with you to discuss your requirements. On your first appointment you will be asked to accept or decline via a tick box whether you wish to receive promotional material.

I will ask for your email address, phone number or WhatsApp details in order that I can send relevant support audios and remind you of or rearrange upcoming appointments.

Information provided by you during sessions

I will note down information provided by you so I can plan a program of sessions tailored to your individual requirements. This information is recorded on paper and no part transferred to electronic storage. All client documentation is stored securely in a locked filing cabinet.

Under GDPR you have the following rights

The right to be informed

The right of access – you can request via email to janicegranthyponotherapy@gmail.com to see notes pertaining to you. This information will be provided 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 please let me know as soon as possible to allow me to make the necessary changes.

The right to erasure

Given the nature of our work I am required to hold your documents for 6 years. After that your documents will be securely destroyed.

The right to processing – I will only use the information provided for the purposes 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 serious damage to elf or others then your GP or other appropriate service provider may be contacted. Only relevant information required to ensure the safety of relevant parties would be disclosed.

Information may have to be disclosed without consent for the prevention or detection of crime.

The sharing of anonymous case histories with supervisors or peer support groups is not a breach of professional confidentiality.

Cookies

A cookie is a small file which asks permission to be placed on your computers hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web traffic and improve our web page in order to tailor it to customer needs. We only use this information for statistical analysis's purposes and then the data is removed from the system. Overall cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from taking full advantage of the website.