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Privacy Policy and GDPR

Introduction

From Friday 25th May 2018, the Data Protection Act 1988 was replaced by the General Data Protection Regulation 2016. The GDPR sets out the key principles by which all personal data ie data by which an individual may be identified, must be collected, processed, stored and used by an organisation such as **Jo Hand – Hypnotherapy & Coaching**.

In particular, to comply with its legal obligations, personal data must be collected by the organisation

- for specific, explicit and legitimate purposes
- processed lawfully, fairly and transparently
- limited to what is necessary for the purposes for which it is processed
- kept accurate and kept up to date
- stored securely and not disclosed to any third party unlawfully
- only retained for as long as necessary for the reasons it was collected.

In addition, individuals have certain rights regarding their personal data, ie

- to be kept informed about how their data is used
- how to access their data and to rectify incorrect information
- how to have their data erased
- restrict how their data is used
- move their data from one organisation to another
- to object to their data being used at all.

Jo Hand – Hypnotherapy & Coaching Privacy Policy

This privacy policy sets out how Jo Hand – Hypnotherapy & Coaching uses and protects any information that you share. I am committed to respecting and protecting your privacy. Should you be asked to provide certain information by which you can be identified then you can be assured that it will only be used in accordance with this privacy policy.

1. What personal information do I collect?

I collect the following information which may be stored securely on a computer or kept confidential and locked away, if it is in other formats:

- contact information including full name, address, phone number and email address
- age and whether a client is a student, employed or retired
- other information relevant to the therapy being undertaken

2. How will I use that information about you?

The information is required to understand your needs, provide you with a better service and to communicate with you as required.

3. What happens if you are an adult signing on behalf of a child?

I require the parent / carer of a child aged under 18 to sign on their behalf to give consent to therapy and for GDPR purposes.

4. Marketing

My Client Consent Form has a separate box to tick if you are happy to receive promotional emails from time to time.

5. Controlling your personal information

If you have previously agreed to receive promotional information for direct marketing purposes, you may change your mind at any time by contacting me at jo.hand@btinternet.com or 07941 610811.

Jo Hand – Hypnotherapy & Coaching will not sell, distribute or lease your personal information to third parties.

You may request details of personal information which Jo Hand – Hypnotherapy & Coaching holds about you under the General Data Protection (GDPR) 2016. If you would like a copy of the information held on you, please contact me at jo.hand@btinternet.com or 07941 610811.

If you believe that any information being held on you is incorrect or incomplete, please contact me at jo.hand@btinternet.com or 07941 610811. Any information found to be incorrect will be corrected promptly.

6. How do I keep your information secure?

In order to prevent unauthorised access or disclosure, suitable physical, electronic and managerial procedures have been put in place to safeguard and secure the information collected online, by telephone or in person.

All Worldpay card payment terminal transactions are PCI DSS compliant.

7. How long do I keep your personal information for?

Given the nature of this work, I am required to hold your details for a period of 7 years. After this period, your information will be destroyed securely.

8. Changes to this policy

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

9. How to contact me

By email to jo.hand@btinternet.com or by telephone on 07941 610811.