

## **Client GDPR Policy**

### **Terms**

“Katie”; “Katie Hares” and “KHHypnotherapy” are used interchangeably in this document.

### **General**

This Policy has been produced in order to explain what data Katie Hares may collect from clients and how it is used or stored. It serves to help KKHypnotherapy comply with the General Data Protection Regulations (GDPR).

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

Katie Hares is a member of the following professional associations: The NCH. As such she is bound by their regulations regarding the length of time Katie should hold onto client information. These Organisations insist that Katie Hares hold onto your data for eight (8) years after your final session. However, the rule for children is different and these Organisations stipulate 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 KKHypnotherapy 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.

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

I am professionally obligated to keep certain data. In particular I need to keep session notes and any communication pertaining to how I work with you. You can request that these be anonymized, and you can request that all identifying information be removed from my systems. In which case the identifying items will be removed and the documents stored with the use of coded filenames. The request for account deletion and anonymization can be sent to KKHypnotherapy by email. There is no charge for this service.

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

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

### **What and Why is the Data Collected?**

Katie is keen to offer the highest quality support to her clients and in order to do so she 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
- Some basic information about your important others

This information allows Katie to provide continuity within the sessions, in order to help you towards your goal. This information will allow Katie to refer to the content of earlier sessions and previous discussions. Katie will only use your contact details/address and GP's details with your explicit consent (there is one exception to this, please see below).

### **How do I know that KHHypnotherapy will store my information safely?**

Session Notes:

Session notes will be taken on an paper which is secured in a locked filing cabinet.

Initial consultation notes and any other sensitive data is stored in a secure filing cabinet.

Ongoing session notes are stored in a secured filing cabinet.

Paper Notes:

Any paper notes will either be:

- Locked in a filing cabinet stored behind a locked door.

Text Messages:

Alex's mobile phone is fingerprint and/or pin protected.

Emails:

KHHypnotherapy email account is protected by a "Strong" password.

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

Everything you discuss with Katie during your sessions remains strictly confidential. Occasionally it may be necessary for Katie to discuss elements of your sessions with her supervisor to ensure that she is helping you in the most effective way. However, no identifying features about you will be disclosed during these discussions. Katies supervisor is also registered with the ICO and abides by GDPR requirements.

### **What if I see Katie Hares outside of a hypnotherapy session?**

Katie Hares is obliged 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 very welcome to do so.

### **Will Katie Hares discuss information about me with other health and social care professionals?**

Katie Hares is only able to contact other health and social care professionals with your written consent. Should she write to your GP, to notify them that you have entered into a therapeutic relationship with him, or to notify them that your therapy has been successfully concluded, Katie would require your consent, in line with GDPR requirements. Exceptions apply please see below.

### **When might confidentiality have to be broken?**

Katie Hares does have a 'duty of care' towards her clients. If she has reason to believe that you were about to harm yourself, or others, she may be professionally obliged to break this confidentiality. Should this occur then Katie Hares would be required to inform the relevant authorities. However, Katie would always aim to discuss this with you before taking any action. Legally, Katie 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?**

The Data Controller is Katie Hares (trading name: Katie Hares-Heal With Me).

ICO registration number: ZC009250

This policy was last updated: October 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 privacy policy for [hello@katiehareshypnotherapy.co.uk](mailto:hello@katiehareshypnotherapy.co.uk) is available to [view online here](#).