



# Privacy Policy

Simone Mann Hypnotherapy

Effective Date: 26<sup>th</sup> March 2026

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## 1. Introduction

Simone Mann Hypnotherapy is committed to protecting and respecting your privacy. This policy explains how personal data is collected, used, and stored when you engage with our services, in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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## 2. Who We Are

Simone Mann Hypnotherapy provides hypnotherapy and wellbeing services.

**Data Controller:** Simone Mann

**Email:** [enquiries@simonemann-hypnotherapy.co.uk](mailto:enquiries@simonemann-hypnotherapy.co.uk)

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## 3. What Information We Collect

We may collect and process the following personal data:

### a) Personal Information

- Full name
- Contact details (email address, phone number)
- Address (if required for invoicing)

## **b) Health & Wellbeing Information**

- Relevant medical history
- Emotional and mental wellbeing details
- Session notes and treatment plans

*(This is classified as special category data and is handled with strict confidentiality.)*

## **c) Website & Technical Data**

- IP address
  - Browser type and version
  - Pages visited (via cookies/analytics, if applicable)
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# **4. How We Use Your Information**

Your data is used to:

- Provide hypnotherapy services
  - Communicate with you about appointments and enquiries
  - Maintain client records and treatment notes
  - Process payments and issue invoices
  - Improve services and client experience
  - Comply with legal and regulatory obligations
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# **5. Legal Basis for Processing**

We rely on the following lawful bases:

- **Consent:** For processing health-related data
  - **Contract:** To deliver agreed services
  - **Legal obligation:** For record-keeping and compliance
  - **Legitimate interests:** To manage and improve the business
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# **6. How We Store and Protect Your Data**

- Data is stored securely (digitally and/or in locked physical storage)
- Access is restricted to Simone Mann only

- Passwords and encryption are used where appropriate
  - Records are retained only as long as necessary (typically 7 years for insurance and legal purposes)
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## 7. Sharing Your Information

Your data will **not** be shared with third parties unless:

- You have given explicit consent
- It is required by law
- It is necessary to protect your vital interests or those of others

We may use secure third-party providers (e.g., booking systems, email services), all of whom comply with data protection regulations.

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## 8. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
  - Request correction of inaccurate data
  - Request erasure of your data (where applicable)
  - Restrict or object to processing
  - Withdraw consent at any time
  - Lodge a complaint with the Information Commissioner's Office (ICO)
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## 9. Cookies (If Applicable)

If a website is used, cookies may collect basic analytics data to improve user experience. You can control cookie preferences through your browser settings.

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## 10. Confidentiality

All client information and session content are treated as strictly confidential, except where disclosure is required by law or where there is a risk of harm to yourself or others.

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## **11. Changes to This Policy**

This Privacy Policy may be updated from time to time. The latest version will always be available upon request or on the website (if applicable).

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## **12. Contact**

If you have any questions about this policy or how your data is handled, please contact:

**Simone Mann**

Email: [enquiries@simonemann-hypnotherapy.co.uk](mailto:enquiries@simonemann-hypnotherapy.co.uk)