

**Terms and conditions of receiving treatment  
&  
My policies and procedures for protecting your data and privacy**

How to make the best progress

I am pleased that you have chosen me to support you in your process of learning how to make the changes you want to make.

This document will help you to get the best out of the sessions and is a reminder of my terms and conditions and policies and procedures for protecting your data and privacy.

During our regular sessions, you will learn how the brain and body work to cope with everyday life. We will discuss different self-help strategies and how they work. You will be able to explore and discover which ones work best for you. There are, however, some essentials that will help achieve your goal quicker.

- Listen to the relaxation recording every night
- Attend regular sessions

Terms and Conditions

**Sessions**

Sessions are usually 50 minutes but may sometimes extend into 60 minutes. This is because I am keen for you to get the best out of your session and if you are in the middle of discussing something that is important to you, I will not move on until an appropriate time for you.

Sessions will often begin weekly at first, and then over time we will – in agreement – spread them out over longer periods. So, 10-12 sessions may cover a 4-5 month period, dependent on your individual needs and circumstances.

**Appointment days and times**

Mondays Hucclecote 1pm - 5pm

Tuesdays Winchcombe 9:15am - 5pm

Wednesdays and Thursdays Hucclecote 9:30am – 5pm

Online or phone appointments are available Mondays 1pm – 7pm and Tuesday to Thursday 9am – 7pm.

**Fees and how to pay**

Sessions are £80; payable by cash or cheque at the end of the session or bank transfer either prior to the session or the same day. In the unlikely event of late/non-payment I will send reminders in the form of texts, emails and invoices.

**My bank details are Santander sort code **09-01-29** account number **10249622****

Please **use your initials** as the reference so I know who's paid.

**How to contact me**

The best ways to contact me are my mobile or email as they are both 24hr and you can leave a message. I turn my phone off in the evening and weekends and will endeavor to reply to you the next working day.

**07980 269509    hypnotherapy@janetdowling.co.uk**

**Running late**

Please do your best to let me know if you are running late. I may have another client directly after you and therefore it may mean our session has to be a little shorter. However, where possible I will provide you with your full session. Please don't rush - arriving a little late and calm will be more beneficial than arriving just on time and stressed.

**Rearranging a session**

If you need to rearrange an appointment let me know as soon as possible as it increases the chances of being able to offer you an alternative in the same week.

There is a cancellation charge of full price for within 48 hours unless I'm able to fill the appointment time with another client.

## How I protect your data and privacy

### **General Data Protection Regulations, 2018 (GDPR) and how it affects clients**

The GDPR replaces the 1998 Data Protection Act to ensure your personal and sensitive, confidential data is kept private and held securely, being processed in the way that you have agreed to. It is there to protect your rights as a consumer of a service or product that might involve your identifiable data. It also covers any session records, text messages or emails we exchange. For more information you can read the full policy documents accessible on my website or you can request for me to print them for you or send them in an email.

### **Why I keep this information**

I collect information about; your name and contact details, why you are using the service and a small amount of information about your day to day life, alongside session notes. This information enables me to provide a high quality service to you. I use your email address and phone numbers to contact you about appointments and to reply easily to any messages you send me. Your contact details/address and Doctor/healthcare professionals details will only be used with your explicit consent.

### **Length of time the information is kept**

I am regulated by various associations including the CNHC (Complementary and National Healthcare Council), an organisation that stipulates I must hold your client notes for 8 years after your final session. After 8 years all your paper records will be shredded with a cross shredding machine. I delete your phone number from my phone, text messages and emails within 4 months of you ceasing your sessions.

### **The right to erasure & subject access request**

Under the GDPR you can make a request in writing to me for all your records to be deleted. If my insurance company and associations agree to your request, then I would have to save the request for deletion you made but would not save any other data.

A Subject Access Requests (SAR) permits individuals to request a copy of their personal information. You may have copies of your notes for up to 8 years of attending sessions with me. There is no charge for this.

### **How I ensure your information is held securely**

Hardcopy documents – Are all stored in a locked cabinet in a locked room.

Text messages – My work phone is secured with a pin code.

Business WhatsApp – has a higher security settings than regular WhatsApp

Emails – My email account requires a user name and password.

Electronic documents – Any electronic documents are password protected e.g.invoices, letters to drs

My laptop – my laptop is both password protected and encrypted.

Zoom sessions are password protected.

### **Confidentiality**

Everything we talk about during our sessions is strictly confidential between you and me. To ensure I am doing my job effectively and that I have the right support, I may discuss elements of our sessions with my supervisor. During these discussions I do not disclose any details that may identify you to my supervisor or anyone else in the group.

### **If we see each other outside of the sessions or after your therapy has been completed**

If we see each other outside of a session, it's hard not to acknowledge someone with a smile but I will not initiate in any further conversation to ensure your confidentiality. If you wish to engage in a conversation with me that would be lovely, as long as it is not about your therapy. You are of course welcome to share with other people about the therapy you are receiving but I am obligated to ensure your confidentiality is protected.

### **Facebook**

I have a business Facebook page <https://www.facebook.com/JanetDowlingClinicalHypnotherapy/> which is public, where I post interesting articles, upcoming events and classes and links to my blog. Anyone following me or liking the page can see who else is following me. Any comments posted on my posts are public.

### **Other Health and Social Care Professionals**

Any contact, relating to you, with other health care professionals would only be made with your signed consent. E.g. If I were to write to your GP to notify them of your treatment with me, and then notify them of the treatment ending, I would only do this if you were to sign the specific consent on the blue initial consultation form.

### Exceptions

In order to safeguard you and the people around you, if you were to disclose that you were going to carry out harm to yourself or someone else, then under my "Duty of Care" I am obligated by law to inform the relevant authorities. If I was issued with a police warrant or court order for your information, by law I would also have to provide them with your information.