

**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 your child in their process of learning how to make the changes they want to make.

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

During the regular sessions, your child will learn how the brain and body work to cope with everyday life. We will discuss different self-help strategies and how they work. They will be able to explore and discover which ones work best for them.

There are, however, some essentials that will help everyone achieve their goal quicker.

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

[Terms and Conditions](#)

Parental Consent

Someone with parental responsibility should give consent on behalf of a client under the age of 16. Clients under 16 years old will need a chaperone. When the sessions are on-line the adult will need to be present on the screen at all times.

Sessions

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

Sessions usually 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 individual needs and circumstances.

Appointment days and times during my self-isolation due to Government advice re Covid-19

Mondays – Thursdays 10am – 7pm

Fridays 10am – 4pm

Fees and how to pay

Sessions are £70; 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. Some medical insurances cover hypnotherapy treatment so it is worth checking if you have cover. I can provide receipts if required.

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. There are some slots I have available that mean I am able to continue with the full session. I may have another client waiting and therefore it may mean the session has to be a little shorter. 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. While we are experiencing changes to our circumstances during Covid 19 I will be waiving my usual 48 hour cancellation fee.

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

The GDPR replaces the 1998 Data Protection Act to ensure personal and sensitive, confidential data is kept private and held securely, being processed in the way that has been agreed to. It is there to protect the rights of the consumer of a service or product that might involve identifiable data, e.g. name and address or a specific condition. 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; why you and your child are using the service, a small amount of information about day to day life, alongside brief session notes. This information enables me to provide a high quality service, ensuring I am equipped with the knowledge of previous discussions prior to each session.

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's details will only be used with your explicit consent. The consent form is on the back of the blue consent form.

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 client notes for 8 years after the final session. For children I must hold the data until their 25th birthday, unless they are 17 when treatment ends and then I must keep it until their 26th birthday. I delete your phone number from my phone and emails within 4 months of you ceasing sessions.

The right to erasure

Under the GDPR you can make a request in writing to me for all the records to be deleted. In this case I would check with my insurance company and associations and with their approval all paper records would be shredded with a cross shredding machine. It is likely I will need to keep the client notes until your child is 25 years old. 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.

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.

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

Electronic documents – Any electronic documents are password protected e.g. my tracking spreadsheet

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

Confidentiality

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

If we see each other outside of the sessions or after the 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 any further conversation to ensure confidentiality. If you wish to engage in a conversation with me that would be lovely, as long as it is not about the therapy.

Facebook

I have a business Facebook page <https://www.facebook.com/JanetDowlingClinicalHypnotherapy/> which is public, where I post interesting articles 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. If you message me via my business page Facebook also stores the information. I will not add clients as a Facebook friend. However, if you are already my friend on Facebook we will remain friends unless you feel more comfortable unfriending me.

Other Health and Social Care Professionals

Any contact, relating to your child, with other health care professionals would only be made with your signed consent. E.g. If I were to write to their GP to notify them of the 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 form used in the initial consultation.

Please ensure that these terms and conditions are fully accepted by you prior to your child attending subsequent appointments. If you feel you would require a change to the terms and conditions, please speak with me prior to the second session.