

Privacy Policy Last updated: 01.05.2026

1. How will my data be stored and used?

- This Privacy Policy explains how Ripples Hypnotherapy Brighthouse Jane (“the Practitioner”) collects, uses, stores, and protects your personal data in accordance with the Data (Use and Access) Act 2025 (DUAA), Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).
- By using our website (www.rippleshypnotherapybrighthouse.co.uk) or services, you agree to the terms of this policy.
- The Practitioner is registered with the Information Commissioner’s Office (ICO) and acts as the data controller for your personal data. ICO Registration Number: ZB685604

2. Information We Collect

Your data is collected to provide safe, appropriate, and effective therapeutic care.

- **Personal data** (e.g. name, address, contact details, payment and booking details)
 - **Special category data** (e.g. Medical and psychological information, lifestyle information relevant to your treatment, session notes and therapeutic records).
 - **Communication data** (e.g. emails, text messages, appointment records)
- Your data is processed in a lawful, fair, and transparent manner for the purpose of delivering safe, ethical, and effective therapeutic services. This information is treated with strict confidentiality and a higher level of protection.**

Children’s Data Where services are provided to individuals under 18:

- Additional care is taken to protect their data
 - Appropriate parental or guardian consent is obtained
- Information may be discussed within **professional supervision** to ensure safe and effective practice. In such cases:
- no identifying details are disclosed
 - supervisors are bound by confidentiality and data protection obligations

3. Limits to confidentiality Confidentiality may be breached where there is a legal or ethical obligation, including:

- risk of serious harm to yourself or others
 - safeguarding concerns involving children or vulnerable adults
 - compliance with legal requirements (e.g. court orders)
- Where possible, this will be discussed with you in advance.

What if I see the Practitioner outside of a session?

Your confidentiality will be maintained in all settings. The Practitioner will not initiate contact in public. If you acknowledge the Practitioner first, a polite response may be given, but therapy-related discussion will not take place outside a formal session.

4. How Your Data Is Collected

We collect data through:

- ☐ Website forms and booking systems
- ☐ Email, phone, and direct communication
- ☐ Initial consultations and ongoing sessions
- ☐ Newsletter subscriptions

5. How We Use Your Data

We use your data to:

- ☐ Provide safe and effective therapy services
- ☐ Maintain accurate client records
- ☐ Manage bookings and payments
- ☐ Communicate with you
- ☐ Meet legal, ethical, and insurance obligations

We do **not sell or share your data for marketing purposes.**

6. Lawful bases for processing

Under UK GDPR and DUAA, the lawful bases relied upon include:

- ☐ **Contract** – to provide agreed therapeutic services
- ☐ **Legitimate interests** – to manage and improve services, records, and safety
- ☐ **Legal obligation** – to comply with regulatory, insurance, and safeguarding duties
- ☐ **Vital interests** – where necessary to protect life or prevent serious harm
- ☐ **Explicit consent** – for processing special category (health-related) data

7. Website Usage Data

We collect usage data via Wix, which may include:

- ☐ IP address, browser type, and device information
- ☐ Pages visited and navigation paths
- ☐ Date, time, and frequency of no visits

This data is used to:

- ☐ Improve website performance
- ☐ Maintain security
- ☐ Understand how visitors use the site

This processing is based on **consent and legitimate interests.**

8. Enquiries and Communication

When you contact us, we may store:

- ☐ Your contact details

- ☐☐ The content of your message
- ☐☐ Communication history

This is used to:

- ☐☐ Respond to enquiries
- ☐☐ Maintain client relationships
- ☐☐ Keep accurate records

9. Payments and Transactions

Payments are processed via **Bank Transfer**

We only share data necessary to:

- ☐☐ Process payments
- ☐☐ Issue refunds
- ☐☐ Handle payment queries

Banks process your data according to their own privacy policies.

10. Data Sharing

We may share your data only when necessary:

- ☐☐ With service providers (e.g. Wix)
- ☐☐ Where required by law
- ☐☐ In safeguarding situations
- ☐☐ For professional supervision (anonymised where possible)

11. How long will you hold my information for?

Client records are retained in accordance with professional, insurance, and legal requirements:

- ☐☐ **Adults:** 7 years after the final session
- ☐☐ **Children and young people:** Will be kept for 20 years after the last contact or until age 25 (or 26 if treated at 17).

Records are securely destroyed in the January following the applicable retention period.

Retention periods reflect recognised health and social care standards and may be extended where required for legal claims, complaints, or safeguarding matters.

12. What if I would like my data to be destroyed before this date?

You have the right to request erasure of your personal data under the **Data (Use and Access) Act 2025 and UK GDPR**, where applicable.

Requests must be made in writing. Upon verification of identity, the Practitioner will:

- ☐☐ securely destroy paper records
 - ☐☐ permanently delete electronic records
- This service is provided free of charge.

Please note:

The right to erasure is not absolute. Data may be retained where required for:

- ☐ legal obligations
- ☐ insurance purposes
- ☐ establishment, exercise, or defence of legal claims
- ☐ safeguarding responsibilities

A minimal record of the erasure request will be retained to demonstrate compliance.

13. Your Data Protection Rights

You have the right to:

- ☐ Access your personal data
 - ☐ Correct inaccurate data
 - ☐ Restrict or object to processing
 - ☐ Data portability
 - ☐ Withdraw consent at any time
- To exercise your rights, contact: b_a1900@hotmail.com

14. Subject Access Requests (SARs)

If you request access to your data:

- ☐ We will respond within one month
- ☐ Searches will be **reasonable and proportionate**, in line with current legislation

15. Complaints Procedure (DUAA Requirement)

If you are unhappy with how your data is handled, you can make a complaint.

How to complain

Email: b_a1900@hotmail.com

- ☐ Your complaint will be acknowledged within **30 days**
 - ☐ We will respond **without undue delay**
- If you are not satisfied, you may contact the Information Commissioner's Office (ICO):
- <https://www.ico.org.uk>

16. Cookies and Website Tracking

Our website may use cookies for:

- ☐ Functionality
 - ☐ Basic analytics
- Where used:

- ☐ You will be informed
- ☐ You can manage your preferences

17. Automated Decision-Making

We do not use automated decision-making or profiling in relation to your care.

18. Links to Other Websites

Our website may contain links to third-party sites. We are not responsible for their privacy practices.

19. Policy Updates

We may update this policy periodically. The latest version will always be available on our website.