****  Peace of Mind Hypnotherapy

**TERMS AND CONDITIONS**

Practitioner name: Amanda Hathaway

Name of private practice: Peace of Mind Hypnotherapy

Contact details: Windways, The Street, Didmarton, GL9 1DT, 07825 871151

Website address: info@peaceofmindhypnotherapy.co.uk

By making a booking for Hypnotherapy with Peace of Mind Hypnotherapy you agree to abide by the terms and conditions set out within this document.

Please read the information below carefully and sign prior to our 1st session.

**Qualifications**

I am a registrant member of The National Hypnotherapy Society Member number HYP23-00314 and bound by their Code of Ethical Practice. See link below for further details.

(<https://nationalhypnotherapysociety.org/about-us/code-of-ethics#:~:text=General%20Conduct-,All%20Practitioners%20undertake%20to%3A,of%20professional%20and%20personal%20boundaries>.)

**Equality, Diversity and Discrimination**

I am committed to provide a service that is inclusive, non-discriminatory with a full awareness of equality and diversity and will ensure my practice is kept up to date in line with these policies.

**Where the session will take place**

Depending on the presenting issue our sessions can be held online via Zoom or preferable in person at Windways, The Street, Didmarton, GL9 1DT.

Online – I ensure to take all reasonable steps to create a therapeutic environment and also encourage you to consider this also. Privacy will be maintained by myself with no interruptions and I suggest you find a quiet and private area in which you can receive the therapy session. Video is essential during these sessions so please do consider your Wifi network capabilities as the option of face to face may be considered more appropriate.

Face to face – I work from my family home and have a designated therapy room within it. All steps will be taken to maintain your privacy and comfort at all times. You will not meet anyone else except myself and the room is soundproofed to maintain confidentiality. There is a designated parking space at the property and this will be highlighted to you on arrival.

**Contact outside of sessions**

I normally work between the hours of 9-3pm and happy to be contacted within these hours by email unless it is a cancellation and this should be done by text.

If I see you outside of our sessions I will maintain confidentiality and will not make any form of contact with you unless you choose to approach me.

The contact between us will always remain a therapeutic relationship and I am unable to form connections other than that required for therapy.

This agreement also gives consent to communicate via email, text and phone in order to communicate appointment details, cancellations, check ins if deemed necessary and reviews.

Face to face sessions - the fee via BACS or card payment, will be collected no later than the end of the session

Online – the fee will be collected via BACS prior to the session.

Any updates to my fees will be posted on the website.

Fees will be collected by BACS by phone or in person by card.

I do not accept AMEX, cheque or Paypal.

**Cancellation policy**

Any session cancelled within 24hrs of the booked session will be non-refundable. If a session does need to be cancelled please text to ensure I receive the cancellation.

Late fees will not be charged however if you arrive late to our session please be aware I may not be able to complete the therapy or consultation in full and you may need to book an additional appointment at additional cost.

**Therapy/Client relations**

At all times you will be treated with respect and I am bound by my therapist Code of Ethics to do no harm and only benefit my clients. Likewise, you agree to do no harm to yourself, the therapist or the premises in which you receive therapy.

You agree to arrive in a physically and mentally fit state in which to receive therapy which includes not being under the influence of drugs or alcohol.

This also includes cigarettes and I ask that you do not smoke for 1 hour prior to our sessions to reduce the effect this may have upon your physical state, thereby potentially hindering the effect of hypnotherapy.

Violent or abusive, physical or verbal behaviour will not be tolerated and will be immediately reported to the police.

I reserve the right to terminate, cancel or refuse treatment if any of the above conditions are not adhered to.

Digitally signed by Amanda Hathaway

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Date

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Signed Client/Volunteer

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Date

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**Confidentiality Statement**

I will ensure your confidentiality is protected at all times providing this is in your best interest and under the guidance set out in my Code of Ethics.

In the interests of safe practice and continuing professional development, it may be necessary for me to share details of your case with my supervisor. However any identifiable data will be removed and you will be referred to by initials only.

In the case of concerns regarding harm to either you or someone else I am duty bound to share information through the appropriate channels such as supervisors, GP, Police and court mandates.

If I have concerns or are told by yourself of any intent to harm or you express suicidal thoughts I am legally bound to inform your GP.

In the matter of harm to a minor, if information is divulged suggesting the potential for harm to a minor, this will be reported to the police and social care.

Files will be kept electronically and password protected on a laptop used only by myself.

Paper copies of notes made during the session will be destroyed in a safe and appropriate manner if no longer needed or kept in a locked cupboard/box.

Digitally signed by Amanda Hathaway

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Signed Client/Volunteer

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**Data Protection Policy**

This policy outlines the process by which I am legally bound to protect your information.

I am registered with the Information Commissioner’s Office (ICO)(insert ICO number) and any information that I keep is subject to the Data Protection Act 2018 (DPA 18) and United Kingdom General Data Protection Regulation UK-GDPR.

According to the ICO I refer to myself as a ‘data controller’. I understand the importance of keeping your personal information and identifiable data secure and take care to meet the legal and professional duties.

All measures will be put into place to ensure your personal information is protected.

Taken from the ICO.org.uk website -

‘Personal data only includes information relating to natural persons who:’

* ‘can be identified or who are identifiable, directly from the information in question; or’
* ‘who can be indirectly identified from that information in combination with other information’.

‘Article 5 of the UK GDPR sets out seven key principles which lie at the heart of the general data protection regime.’

‘Article 5(1) requires that personal data shall be’: 

* “(a) processed lawfully, fairly and in a transparent manner in relation to individuals (‘lawfulness, fairness and transparency’);
* (b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes (‘purpose limitation’);
* (c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed (‘data minimisation’);
* (d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay (‘accuracy’);
* (e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals (‘storage limitation’);
* (f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures (‘integrity and confidentiality’).

**Data Protection**

Sessions may be recorded on paper in order to maintain a clear and accurate picture of our sessions together. My session notes will be only accessed by myself on a password protected laptop. Any paper copies of notes will always be anonymised in the 1st instance and securely disposed of within 5years in accordance to the GDPR and ICO regulations.

**Storage of information**

Paper session notes- all stored in a locked cupboard behind locked doors and disposed of in a timely manner.

Text messages – my phone is protected by a pin and fingerprint recognition only

Emails – my account is protected by a password and my laptop is also protected by a password

Recordings – for the sole purpose of benefiting your therapy I may, with your signed consent, record the session in order for you to use in your own time. I will ask your consent and require a signature. Sessions will not be recorded as a general rule outside of this.

**Your rights**

You have the ‘right to be informed’ about how your personal information is stored and used.

You have the ‘right to rectification’ and to ask about the information we hold about you for accuracy and corrections as needed.

You have the ‘right to object’ to the use of your information and can request that I delete it at anytime.

You have the ‘right to restrict processing’ whereby I will not use your information for any other purposes than legal rights.

You have the right to request your personal information, you should do this via email and I will aim to respond within 30 days.

You have the right to complain about the use of your personal data to the Information Commissioners Office (ICO) by using the link below -

<https://ico.org.uk/make-a-complaint/>

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Signed Client/Volunteer

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Date

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