



Natural Therapies with Soo and Strategic Hypnotherapy Center

Privacy, Consent, Duty of Disclosure & Cancellation Policy

Natural Therapies With Soo

<https://naturaltherapieswithsoo.com>

Strategic Hypnotherapy Center

<https://strategichypnotherapycenter.com>

ABN: 27 636 699 302

Email: help@soowilliams.com

Phone: **0434 908 635**

Effective Date: 2025

Respect, Safety & Cultural Acknowledgement

Respect & Safe Environment Statement

We commit to treating one another with politeness, dignity and respect at all times. Both Natural Therapies With Soo and Strategic Hypnotherapy Center are dedicated to creating a safe, welcoming and supportive environment for every person who enters our space — physically or online.

We uphold a standard of safety that is:

- **Free of judgement**
- **Free of fear**
- **Free of bullying or harassment of any kind**

We work together while honouring our differences, recognising our shared humanity, and celebrating the unique gifts each person brings to the table.

Acknowledgement of Country

We acknowledge the Traditional Owners and Custodians of the land on which we work, and we pay our respects to Elders **Past, Present and Future**.

We honour their culture, wisdom, healing knowledge and deep connection to the land.

1. Collection of Information

We collect personal, health and administrative information necessary for the safe delivery of therapeutic, natural therapy and hypnotherapy services. This may include:

1.1 Personal Information

- Name, contact details, address, email, phone
- Date of birth
- Emergency contact information

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- Booking and enquiry details

1.2 Health Information

- Medical history
- Injuries, pain conditions, surgeries
- Pregnancy or breastfeeding status
- Allergies and sensitivities
- Medications
- Mental health information relevant to treatment or hypnosis
- Intake forms, treatment notes, session summaries

1.3 Digital Information

- Website usage analytics
- IP address, browser information
- Cookies and device interaction

This information is provided directly by you via forms, bookings, emails, calls or sessions.

2. Duty of Disclosure

To ensure safe and appropriate care, clients agree to provide **full, honest and current information** regarding their health. This includes:

- Past and present medical conditions
- Injuries or chronic pain
- Recent surgeries or medical procedures
- Pregnancy or breastfeeding
- Allergies or skin sensitivities
- Medications (including mental health or pain medications)
- Mental health conditions relevant to hypnosis, relaxation or physical therapy
- Any changes in health between appointments

Without accurate information, treatment outcomes may be compromised and contraindications may be missed.

3. Informed Consent



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By booking or attending a session with either business, you provide informed consent for the therapeutic services offered.

3.1 Services Covered

Natural Therapies With Soo:

- Remedial & deep tissue massage
- Reflexology
- Aromatherapy
- Trigger point therapy
- Myofascial techniques
- Energy healing

Strategic Hypnotherapy Center:

- Clinical hypnosis
- Strategic psychotherapy
- Coaching and subconscious re-patterning
- Trauma-informed guided processes

These services complement general wellbeing but **do not replace medical or psychological care.**

3.2 Rights & Responsibilities

You have the right to:

- Pause or stop a session
- Decline any technique
- Request adjustments to pressure, method or approach
- Ask questions before, during or after sessions
- Withdraw consent at any time

You agree to:

- Communicate discomfort or concerns
- Arrive sober and free of intoxicants
- Provide accurate health information
- Follow safety instructions

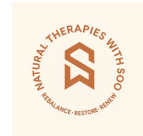
3.3 Possible Reactions

You understand that sessions may produce:

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- Temporary muscle soreness
- Emotional release
- Light-headedness
- Sensitivity to oils
- Deep relaxation
- After-effects of hypnosis (clarity, fatigue, emotional shifts)

3.4 Hypnosis Consent

For hypnosis or strategic psychotherapy:

- You remain in control at all times
- You cannot be made to do anything against your will
- Results vary per individual
- You may decline hypnosis at any time

4. Use of Information

Your information is used for:

- Safety and clinical assessment
- Appropriate treatment planning
- Booking and administrative communication
- Maintaining legal and professional records
- Improving website or service experiences

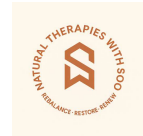
We **never** sell or trade your personal information.

5. Storage & Security

Information is stored using:

- Encrypted systems
- Password-protected files
- Secure booking software
- Restricted practitioner-only access

Records are retained according to legal requirements.



6. Confidentiality & Legal Exceptions

Your information remains strictly confidential, except where:

- You give explicit written consent
- Required by law
- There is risk of harm to you or others
- Mandatory reporting obligations apply
- A lawful court order requires disclosure

Confidentiality applies equally to massage, hypnosis and psychotherapy sessions.

7. Online & Remote Sessions

For Strategic Hypnotherapy Center online sessions (and optional online sessions for Natural Therapies With Soo):

- Secure, encrypted platforms are used (e.g., Zoom)
 - Sessions are **not recorded** unless you provide written consent
 - You are responsible for ensuring privacy at your location
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8. Cookies & Website Analytics

Both websites use cookies for:

- Website performance and security
- Online booking functionality
- Analytics to improve user experience
- Preference memory

You may accept or reject non-essential cookies through our cookie banner.

Analytics (e.g., Google Analytics) collects **anonymous data only**.

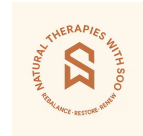
9. Your Rights

You have the right to:

- Access your personal records
- Request corrections
- Request deletion (where legally permitted)



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- Withdraw consent at any time
- Ask how your information is used or stored

Contact: help@soowilliams.com

10. Working With Minors

- Clients under 18 must have parental/guardian consent
 - An adult may need to be present
 - Additional confidentiality protections apply
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11. Cancellation Policy

To maintain fairness and availability across both businesses, the following policy applies:

11.1 Required Notice

A minimum of **24 hours' notice** is required to cancel or reschedule.

11.2 Cancellation Fee

Cancellations or rescheduling **within 24 hours**, or no-shows, incur a:

➡ **50% cancellation fee**

This covers:

- Reserved practitioner time
- Lost appointment availability
- Clinic preparation

11.3 No-Show Policy

Failure to attend without notice = **50% fee**.

11.4 Compassionate Consideration

Genuine emergencies will always be considered with understanding and care.

12. Updates to This Policy

This policy may be updated periodically.

The revised version will be published with a new effective date.

13. Contact Us

<https://naturaltherapieswithsoo.com>
<https://strategichypnotherapycenter.com>



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For any questions, concerns or requests:

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 Email: help@soowilliams.com

 Phone: **0434 908 635**

 Websites:

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We are committed to protecting your privacy, ensuring your safety, and supporting your wellbeing across all services and environments.

