



HappyScape Privacy Notice

HappyScape is committed to protecting your privacy and handling your personal information in a secure, professional and transparent manner.

This Privacy Notice explains how your personal information is collected, stored, used, retained and protected in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Data Controller

The Data Controller responsible for your personal information is:

Hayley Barker (HappyScape)

ICO Registration Number: C1956843

If you have any questions regarding this Privacy Notice or how your data is handled, please contact me directly via the contact form at www.soothethemind.co.uk

What Information Do I Collect?

In order to provide safe and effective hypnotherapy services, I may collect and process the following information:

- Name, address, telephone number and email address
- GP details
- Relevant medical and health information
- Information relating to your goals and reasons for seeking hypnotherapy
- Session notes and records
- Email and text correspondence

Information relating to family members or significant people in your life where relevant to your treatment.

I only collect information that is necessary for the provision of hypnotherapy services.

Why Do I Collect Your Information?

Your personal information is collected to:

- Assess your suitability for hypnotherapy
- Provide safe and effective treatment
- Maintain accurate treatment records

- Communicate with you regarding appointments and treatment
- Comply with professional, legal and insurance requirements

The lawful bases for processing your information under UK GDPR are:

Article 6(1)(b) – Contract: Processing is necessary to provide hypnotherapy services requested by you.

Article 6(1)(f) – Legitimate Interests: Maintaining clinical records and ensuring continuity of care.

Article 6(1)(c) – Legal Obligation: Where processing is necessary to comply with legal, regulatory or professional obligations.

Lawful Basis for Processing Special Category Data

As part of providing hypnotherapy services, I process information relating to your physical and mental health. This information is classified as special category personal data under UK GDPR and receives additional protection.

This information is processed under:

Article 9(2)(h) UK GDPR – Health and Social Care Purposes

This permits the processing of health-related information where necessary for the provision of health, therapeutic or care services, including the assessment and treatment of clients.

I only collect and process health information that is relevant and necessary for the services I provide.

How Is My Information Stored?

I take appropriate technical and organisational measures to protect your personal information.

This may include:

- Paper records stored in a locked cabinet
- Password-protected computers and devices
- Secure email accounts protected by strong passwords and multi-factor authentication where available
- Mobile devices protected by PIN, password, fingerprint or facial recognition
- Secure electronic record-keeping systems

Only I have access to your records unless disclosure is required by law or you have provided your consent.

How Long Will My Information Be Retained?

As a member of the National Council for Hypnotherapy (NCH), I am required to retain client records in accordance with professional standards and insurance requirements.

- Adult client records will be retained for 8 years following the date of the final session.
- Records relating to children and young people will be retained until their 25th birthday.
- Where treatment ends when a young person is aged 17, records will be retained until their 26th birthday.

At the end of the retention period, records will be securely destroyed or permanently deleted.

Can I Request That My Data Be Deleted?

Under UK GDPR, you have the right to request the erasure of your personal information in certain circumstances.

However, this right is not absolute. Professional, legal, safeguarding, insurance or regulatory obligations may require me to retain some or all of your records for the retention periods outlined above.

If you wish to make a request for erasure, please submit your request in writing. Your identity will need to be verified before any action is taken.

I will respond to your request within one month.

Can I Access the Information You Hold About Me?

Yes.

Under UK GDPR, you have the right to request access to the personal information I hold about you.

This is known as a Subject Access Request.

Requests should be submitted in writing, and proof of identity will be required before releasing any information.

A copy of your information will normally be provided within one month of receiving your request.

Confidentiality

Everything discussed during hypnotherapy sessions is treated as confidential.

As part of maintaining professional standards, I may discuss aspects of my work with a qualified clinical supervisor. Any information shared for supervision purposes will be anonymised so that you cannot be identified.

Your personal information will not be disclosed to third parties without your consent unless I am legally required or permitted to do so.

Circumstances Where Confidentiality May Be Broken

- Confidentiality may need to be breached if:
- There is a serious risk of harm to yourself
- There is a serious risk of harm to another person
- There are safeguarding concerns involving a child or vulnerable adult
- Disclosure is required by a court order or other legal obligation
- Disclosure is necessary for the prevention or detection of serious crime

Where appropriate and safe to do so, I will endeavour to discuss any disclosure with you before taking action.

Contact with Other Health Professionals

I will only contact your GP or another healthcare professional with your explicit consent unless there is a legal, safeguarding or duty of care requirement that necessitates disclosure.

If We Meet Outside of Sessions

Your confidentiality remains important at all times.

If I see you outside of a therapy session, I will not acknowledge you unless you choose to acknowledge me first. This helps protect your privacy and confidentiality.

Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Request correction of inaccurate information
- Request erasure of your data (where applicable)
- Restrict processing of your data
- Object to certain types of processing
- Request transfer of your data where appropriate
- Withdraw consent where consent is the basis for processing
- Lodge a complaint with the Information Commissioner's Office (ICO)
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Data Breaches

In the unlikely event of a personal data breach that is likely to result in a risk to your rights and freedoms, I will comply with my legal obligations under UK GDPR, including notifying the Information Commissioner's Office (ICO) and affected individuals where required.

Complaints

If you have concerns about how your personal information is handled, please contact me in the first instance so that I can attempt to resolve the matter.

You also have the right to complain to the Information Commissioner's Office (ICO):

Website: www.ico.org.uk

Telephone: 0303 123 1113

Changes to This Privacy Notice

This Privacy Notice may be updated from time to time to reflect changes in legislation, professional requirements or business practices. The latest version will always be available upon request.

Last Updated: June 2026