

Privacy Policy for Marja C Petts T/A Homeward Bound Hypnotherapy



Effective Date: 9 July 2026

Marja C Petts, trading as **Homeward Bound Hypnotherapy** is committed to protecting your privacy and handling your personal information responsibly in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable data protection legislation. This Privacy Policy explains how I collect, use, store and protect your personal information when you contact me or receive cognitive hypnotherapy services.

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1. Data Controller

Marja C Petts T/A Homeward Bound Hypnotherapy

Website: www.marja-therapy.co.uk

Email: homewardhypno@gmail.com

I am registered as a Data Controller with the Information Commissioner's Office (ICO).

ICO Registration Reference: ZC177606

If you have any questions regarding this Privacy Policy or how your personal information is handled, please contact me using the details above.

2. Information I Collect

Depending on the services you receive, I may collect:

- Full name
- Postal address
- Email address
- Telephone number
- Date of birth
- Emergency contact details (where appropriate)
- Relevant medical history
- Health and wellbeing information
- Lifestyle information relevant to therapy
- GP details (where appropriate and with your consent where required)
- Session notes and treatment records
- Appointment history
- Payment information relating to services provided

If you contact me by telephone, email or via the contact form on my website, I will collect the information you choose to provide.

3. Special Category Data

As a Cognitive Hypnotherapist, I process information relating to your physical and mental health. This is classified as Special Category Personal Data under UK GDPR and receives additional legal protection.

This information is collected only where necessary to provide safe and effective therapy.

4. How Your Information Is Used

Your information is used to:

- Respond to enquiries.
- Arrange appointments.
- Deliver cognitive hypnotherapy services.
- Maintain accurate clinical records.
- Process payments.
- Meet professional, insurance and legal obligations.
- Protect your welfare where safeguarding responsibilities arise.
- Maintain the quality and safety of my services.

Session notes are kept supporting the safe, effective and professional delivery of therapy. These notes are brief, factual and relevant to your therapeutic care. They are intended to record information



necessary for the continuity of your treatment and professional practice and are not verbatim transcripts or comprehensive records of our conversations.

I will never sell or rent your personal information.

5. Lawful Basis for Processing

I process your personal information under one or more of the following lawful bases:

- Performance of a contract.
- Legitimate interests in operating my professional practice.
- Compliance with legal obligations.
- Explicit consent and the relevant provisions of UK GDPR relating to Special Category health data, where applicable.

6. Sharing Your Information

Your information is treated as confidential and will only be shared where necessary, including:

- With your consent.
- Where required by law.
- Where there is a safeguarding concern or serious risk of harm.
- With my professional indemnity insurers where necessary.
- With trusted service providers who support my business, including Microsoft 365 for secure email and document storage, Microsoft OneDrive for the secure storage of client records, Zoom for online therapy sessions, and Stripe for secure payment processing.

These providers process information on my behalf and are required to maintain appropriate security and confidentiality. Where personal information is transferred or stored outside the United Kingdom, appropriate safeguards are in place in accordance with UK data protection legislation.

7. Storage and Security

Client records are stored securely using a combination of encrypted digital systems and secure paper records.

Digital records are stored within Microsoft OneDrive using password-protected access and appropriate security measures. Paper records are stored securely in a locked location.

Appropriate technical and organisational measures are in place to safeguard your information against unauthorised access, loss, misuse or disclosure.

Access to client information is restricted to me unless disclosure is required under the circumstances described in this Privacy Policy.



8. Retention of Records

In accordance with the professional guidance of the National Council for Hypnotherapy (NCH) and the Quest Cognitive Hypnotherapy Practitioners Association (QCHPA), client records are retained for **seven (7) years** following the conclusion of therapy.

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

9. Website

My website (www.marja-therapy.co.uk) provides information about my services and allows prospective clients to contact me.

At the time of writing, the website does **not** use analytics cookies or marketing cookies and does not use cookies for advertising or tracking purposes.

Should this change in the future, this Privacy Policy will be updated accordingly.

10. Social Media

Homeward Bound Hypnotherapy maintains a professional presence on Instagram and Facebook. Other media may be added over time.

If you choose to interact with my social media accounts, your information will also be governed by the privacy policies of those platforms.

Social media should not be used to discuss confidential or therapeutic matters.

11. Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal information.
- Request correction of inaccurate or incomplete information.
- Request deletion of your information where applicable.
- Request restriction of processing.
- Object to certain processing.
- Request data portability where applicable.
- Withdraw consent where processing relies upon consent.

Some rights may be limited where I am required to retain clinical records to comply with legal, insurance or professional obligations.

12. Complaints

If you have concerns about how I handle your personal information, please contact me in the first instance.



You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your personal information has been processed unlawfully.

13. Professional Memberships

I am a member of:

- National Council for Hypnotherapy (NCH)
- Quest Cognitive Hypnotherapy Practitioners Association (QCHPA)

These organisations require members to adhere to professional standards regarding confidentiality, ethics and record keeping.

14. Changes to this Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes in legislation, technology or the operation of my practice.

The latest version will always be accessible via the website.

Contact

Marja C Petts T/A Homeward Bound Hypnotherapy

Website: www.marja-therapy.co.uk

Email: homewardhypno@gmail.com

