

GDPR / Privacy Policy & Information



How will my data be processed and stored?

In May 2018, the Data Protection Act was replaced by the General Data Protection Regulation (GDPR). Katie Yarham Balance: Holistic Therapies & Hypnotherapy is GDPR registered. The changes to the Data Protection Act are aimed at ensuring your personal, confidential and sometime sensitive data, is held privately and securely. This means that any data you give to Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy must be processed in a way you agree with. GDPR exists to protect your rights as a consumer. It applies to your identifiable data, e.g., your Name and address & any reason you might have for visiting Katie Yarham at Katie Yarham Balance: Hypnotherapy. It also covers any session records, text messages or emails between Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy & yourself.

How long will you hold my information for?

Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy is a member of the NCH. As such she is bound by their regulations regarding the length of time they must hold onto your information. The Organisation insists that Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy must hold onto your data for 8 years after your final session. However, the rule for children is different and the Organisation stipulates that their data must be held until their 25th birthday. The exception to this rule applies to young adults whose treatment ends when they are 17 years old when Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy must keep their records until they reach their 26th birthday. Client records will be destroyed in the January after the dates given above. This is in line with NHS regulations for holding data.

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

Due to the sensitive nature of what Katie Yarham Balance: Holistic Therapies & Hypnotherapy offers, the insurance company advises that deletion of a client's data cannot occur before the minimum term (see above) has expired.

Am I able to see or get a copy of the information held by you?

In line with GDPR, if you send Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy a request in writing, specifying the data you wish to see, they will supply you with a copy of your data within 30 days. Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy will need to confirm your identity before sending you the information. There will be no charge for this service. NB Katie

Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy insurance company's legal team may wish to verify any information she sends out.

What are your reasons for collecting this information?

Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy is keen to offer the highest quality support to their clients and in order to do so they will collect the following information:

- An idea of what you would like to achieve by coming for hypnotherapy
- A small amount of medical information
- Some brief session notes
- Your contact details
- GP contact details
- CORP research data
- Some basic information about your important others

This information allows Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy to provide continuity within the sessions, in order to help you towards your goal. This information will allow Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy to refer to the content of earlier sessions and previous discussions. Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy will only use your contact details/address and GP's details with your explicit consent. See client agreement and initial consultation.

How do I know that Katie Yarham Balance: Holistic Therapies & Hypnotherapy will store my information safely?

Paper session notes - Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy will store any paperwork from client sessions in a locked filing cabinet in the clinic office.

Text messages - Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy work phone is secured by a PIN passcode and Apple iPhone face ID (Face ID is 100% safe because the probability that another person can unlock your phone with Face ID is less than one in 1,000,000).

Emails - Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy email account requires a secure password to access emails.

CORP research data - accessed via a password protected programme on Katie Yarham Balance: Hypnotherapy's laptop device.

Are our discussions within the hypnotherapy sessions confidential?

Everything you discuss with Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy during your sessions remains strictly confidential. Occasionally it may

be necessary for Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy to discuss elements of your sessions with their supervisor to ensure that they are helping you in the most effective way. However, no identifying features about you will be disclosed during these discussions. Katie Yarham's supervisor is also registered with the ICO and abides by GDPR requirements.

What if I see Katie Yarham outside of a hypnotherapy session?

Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy is obliged by GDPR to protect your confidentiality at all times. So, for this reason, although they may acknowledge you, it would be ideal if any further conversation could be avoided. However, if you wish to discuss your therapy with other people, that is your choice and you are welcome to do so.

Will Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy discuss information about me with other health and social care professionals?

Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy is only able to contact other health and social care professionals with your written consent. Should they write to your GP, to notify them that you have entered into a therapeutic relationship with them, or to notify them that your therapy has been successfully concluded, Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy would require your signature, in line with GDPR requirements. Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy does have a 'duty of care' towards their clients, so the only exceptions to this would be if they believed that you were about to harm yourself or others. Should this occur then Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy would be required to inform the relevant authorities. However, Katie Yarham would always aim to discuss this with you before taking any action. Legally, Katie Yarham at Katie Yarham Balance: Holistic Therapies & Hypnotherapy would also have to provide the police with information as set out in a warrant or court order, should the situation arise.

Who is the Data Controller and what is their ICO registration number?

Data Controller is Katie Yarham, Katie Yarham Balance: Hypnotherapy, Gloucester Avenue, Oulton, Lowestoft, Suffolk, NR32 4SQ.

This policy was last updated 01/09/2025. It may be updated at any time, so please check back regularly to ensure that you're aware of the latest version.

ICO Registration number: C1712721

Signed Name..... Date.....