

1. How will my data be stored?

In May 2018, the Data Protection Act was replaced by the General Data Protection Regulation (GDPR). Theta Flow Hypnotherapy is GDPR registered. The purpose of GDPR is to ensure that your personal, confidential and sometimes sensitive data is held privately and securely, and that any information you provide is processed in a way you agree with.

GDPR protects your rights as a client and applies to any identifiable data you share, including your name, address, reasons for attending therapy, session records, and any text or email communication between you and Theta Flow Hypnotherapy. In line with the UK Data Protection and Digital Information Act (DPDI Act, 2026), organisations must also clearly explain how your data is used and confirm whether any automated systems are involved. Theta Flow Hypnotherapy does not use automated decision-making or AI systems to process client information.

2. How long will you hold my information for?

Theta Flow Hypnotherapy is a member of the National Council for Hypnotherapy (NCH) and Holistic Insurance. These organisations require that client information is held for 5 years after your final session.

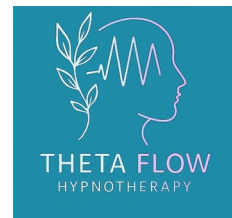
For children, records must be held for 5 years after their 18th birthday. Client records are destroyed in the January following the end of the required retention period. This is in line with NHS data retention guidance.

Under the DPDI Act, organisations must also clearly state the lawful basis for retaining data. Theta Flow Hypnotherapy retains client records under legitimate interest, duty of care, and insurance requirements.

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

Due to the sensitive nature of therapeutic work, insurance requirements state that client data cannot be deleted before the minimum retention period has passed. While certain non-essential information (such as communication preferences) may be removed sooner if requested, therapy records themselves must be retained for safeguarding, legal and insurance purposes.

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



Yes. If you send a written request specifying the data you wish to see, Theta Flow Hypnotherapy will supply you with a copy of your information within 30 days. Your identity will need to be confirmed before any information is released, and there is no charge for this service. Your insurance provider's legal team may also verify any information sent out.

Under the DPDI Act, the 30-day timeframe may be paused while identity verification takes place, and requests may be refused if they are considered excessive or clearly unfounded.

5. What are your reasons for collecting this information?

It's useful to have a record of our discussion to refer to for future sessions. This can also be a great tool to help us work collaboratively and to change client perceptions and how they can take control.

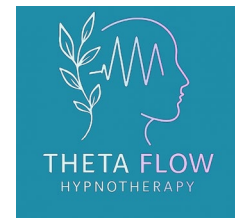
Theta Flow Hypnotherapy is keen to offer the highest quality support to their clients and in order to do so they will collect the following information:

- 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 Theta Flow Hypnotherapy to provide continuity within the sessions, in order to help you towards your goal. This information will also allow Theta Flow Hypnotherapy to refer to the content of earlier sessions and previous discussions. Theta Flow Hypnotherapy will only use your contact details/address and GP's details with your explicit consent.

6. How do I know that Theta Flow Hypnotherapy will store my information securely?

Theta Flow Hypnotherapy treats all client data with strict confidentiality.



Paper-based notes are stored in a locked cabinet. Digital records are securely stored and password protected. Any personal information received via text message or email is also stored securely.

The DPD Act strengthens requirements for demonstrating appropriate security measures. Theta Flow Hypnotherapy maintains up-to-date digital security practices and does not share data with third parties unless legally required or explicitly consented to.

7. Are our discussions within the hypnotherapy sessions confidential?

Everything you discuss during your sessions remains strictly confidential. Occasionally, it may be necessary for Theta Flow Hypnotherapy to discuss elements of your sessions with a supervisor to ensure best practice. No identifying information is shared during these discussions, and supervisors are also GDPR compliant.

Safeguarding is recognised in law as a legitimate reason to share information without consent if there is a concern that you may harm yourself or others. This would only occur when absolutely necessary and would be discussed with you wherever possible.

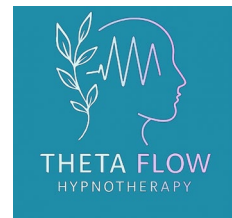
8. What if I see Theta Flow Hypnotherapy outside of a hypnotherapy session?

Theta Flow 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.

9. Will Theta Flow Hypnotherapy discuss information about me with other health and social care professionals?

Theta Flow Hypnotherapy will only contact other health or social care professionals with your written consent. If writing to your GP to confirm the start or end of therapy, your signature will be required.

The only exception is if there is a concern that you may harm yourself or others. In such cases, Theta Flow Hypnotherapy has a legal duty of care to inform the



relevant authorities. Information may also need to be shared if required by a warrant or court order.

The DPDI Act includes safeguarding, crime prevention and system security as recognised legitimate interests that allow information to be shared without consent when necessary for safety or legal compliance.

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

The Data Controller is **Theta Flow Hypnotherapy, Chorley**. This policy was last updated on **19 June 2026** and revised to include the **2026 GDPR/DPDI Act changes**.

ICO Registration Number: **ZB987513**.

This policy may be updated at any time, so please check back regularly to ensure you are aware of the latest version. The Privacy & Cookie policy is also available to view online.