



Business Terms, Client Agreement and Privacy Consent

I recognise that it is important that your privacy is protected both throughout your time as a client and thereafter. I therefore strictly adhere to current data protection laws (GDPR, 2018) and the ethical guidelines of appropriate professional bodies, namely the AfSFH and the NCH.

To provide you with the best service possible I will need to store your contact details, personal information and records of your sessions. This information will be held securely in accordance with the GDPR, 2018 and will never be passed on to third parties for the purposes of sales, research or marketing. Full information about my privacy policy and our terms and conditions of business can be found in this agreement and in the Privacy Policy which will also be sent to you during client registration.

Please find below some of the key points to draw your attention to:

1. Confidentiality

Everything that you discuss during the course of any session is confidential. Confidentiality will only be broken if there is concern about your safety or the safety of someone else or we are instructed to do so by a Court of Law. I will always endeavour to speak to you about this first.

2. Cancellation and Refund Policy

At least 48 hours notice is required for any changes or cancellation to your appointment. Cancellations must be made within our office hours, between 8:30 am and 5:00 pm Monday to Friday. Cancellations made after these hours will not be received until the office reopens. In these instances, notice will not be classed as having been provided until this point.

Where this notice is not given the full session fee will be charged. In instances where sufficient notice is provided no charges will be payable.

For a session to be effective, it is important that the client is not under the influence of alcohol or recreational drugs during the time of the session. I reserve the right to refuse to carry out a session if I believe that you are under the influence of alcohol and/or recreational drugs. In such circumstances, the session fee will still be charged and a refund will not be payable.

Whilst my main aim is to facilitate you to achieve the results that you are striving for, please note that payment for the session will cover my time and therefore is chargeable regardless of the results achieved.

Refunds are only payable in circumstances where a session is unable to proceed due to cancellation on my part or due to cancellation on your part where the cancellation notice has been met.

3 Payment

Full payment is required at the time of booking to secure your booking. Payment can be made by Stripe or directly on my website. If you are paying by Stripe, a digital link will be sent to you by email or text message.

If you require another method of payment, please advise.

4. Clients Aged Under 18 (Parental/Guardian Consent)

For clients aged under 18, written consent is required from a parent or legal guardian before any session can take place. This consent will cover the full duration of the therapeutic programme (which may typically include between six and ten sessions) and will remain valid unless withdrawn in writing by the parent or guardian.

Sessions will take place one-to-one between the young person and the therapist, unless otherwise agreed. The parent or guardian does not need to be present in the room or on the video call during sessions, but must be aware that the session is taking place and be contactable in the event of an emergency.

I am fully insured, DBS checked and adhere to the safeguarding and ethical guidelines of the Association for Solution Focused Hypnotherapy (AfSFH) and the National Council for Hypnotherapy (NCH).

If I have any concerns about the safety or wellbeing of a young person, I may contact their parent or guardian, GP, or relevant safeguarding authority. Wherever possible, I will discuss this with the client and their parent or guardian first.

Parental or guardian consent also authorises the storage and processing of the young person's personal information and session notes in line with this agreement and the Clear & Bright Hypnotherapy Privacy Policy.

These records will be retained securely for seven years after the client reaches the age of 18, in accordance with my insurance and professional obligations.

4. Data Protection and Your Rights Under GDPR

During your time as a client, I will need to keep a record of your personal information and contact details and your GP and emergency contact details. This information will be confidentially destroyed once your programme of sessions have come to an end.

Please note that in order to meet service and accounting needs any personal information held in email threads or online booking documentation will be held for up to 3 years after your sessions have come to an end.

Notes are also kept of each session. These are stored securely in a locked cabinet for paper records and password protected when stored digitally. These notes are for my use only and help me to keep track of everything that is being discussed. These notes must be kept securely for 7 years after your programme of sessions has come to an end, after which they will be confidentially destroyed.

You have the right to view these notes at any time. To make this request please email harriet.middlehurst@clearandbrighthypnotherapy.com. Having viewed your notes you also have the right to request amendment.

Once your sessions have come to an end, you have the right to request that we delete all data that we hold about you (personal contact details and clinical notes etc). The only situations where we would not be able to comply with such a request would be if:

- a) It is necessary for us to retain these records in order to continue providing an effective service
- b) We are compelled to retain these records by a Court of Law or to establish, exercise or defend legal claims

Our Agreement

I confirm that I have read and understood the above terms and conditions and that I have been provided with access to Clear and Bright Hypnotherapy's privacy policy.

I confirm that I agree to Clear and Bright Hypnotherapy terms of business and hereby consent to Clear and Bright Hypnotherapy recording and storing my personal information and records of my sessions for the purposes of running their service, for the duration outlined above and in their privacy policy.

I understand that I can revoke this consent at any time by contacting:
harriet.middlehurst@clearandbrighthypnotherapy.com

I confirm that I have read and understood the above terms and conditions and agree to participate in therapy sessions with Clear & Bright Hypnotherapy under these terms.

Client Name:

Client Signature:

Date: