



# Privacy Notice

Laura Savell trading as Laura Savell Hypnotherapy

Last updated: 18 June 2026

This Privacy Notice explains how I collect, use, store, and protect your personal data in accordance with the UK GDPR, the Data Protection Act 2018, and guidance from the Information Commissioner's Office (ICO).

## 1. Who I Am

Data Controller: Laura Savell trading as Laura Savell Hypnotherapy

Business address: Oak Park Clinic, The Old Parsonage, Church Street, Crondall, Farnham, Hampshire, GU10 [confirm postcode]

Email: [Laura@laurasavellhypnotherapy.co.uk](mailto:Laura@laurasavellhypnotherapy.co.uk)

Phone: 07739 733001

As a sole trader hypnotherapist, I am responsible for your personal data.

## 2. The Information I Collect

I may collect and process the following personal data:

full name

address

telephone number

email address

date of birth

emergency contact details

GP details (where relevant)

medical history

mental and emotional wellbeing information

presenting issues and therapy goals

session notes and progress records

appointment history

payment and invoice records

communications (email, phone, text)

This may include special category data, particularly information relating to your physical and mental health.

## 3. Why I Collect Your Information

I use your information to:

assess your suitability for hypnotherapy



provide safe and effective treatment  
maintain accurate clinical records  
monitor progress  
manage appointments  
process payments  
meet legal, insurance, and professional requirements  
handle complaints or concerns

#### 4. Lawful Basis for Processing

Under Article 6 UK GDPR, I rely on:

Contract – to provide the therapy services you request  
Legal obligation – for tax, insurance, and record keeping  
Legitimate interests – to ensure safe and effective professional practice

For special category (health) data, I rely on:

Article 9(2)(h) – provision of health or therapeutic care  
Explicit consent where required for specific additional uses

#### 5. Consent and Therapy Records

Your therapy-related data is primarily processed to provide health care.

Where explicit consent is required (for example, sharing information beyond your care), this will be requested separately.

You may withdraw consent for optional processing at any time. However, this may affect my ability to continue treatment safely or effectively.

#### 6. How Your Data Is Stored

Your data may be stored using:

password-protected digital files  
encrypted cloud storage  
secure booking or practice management systems  
password-protected devices  
locked paper records (where used)

I take appropriate technical and organisational measures to protect your data from unauthorised access, loss, or misuse.

#### 7. Confidentiality and When Information May Be Shared



All sessions are confidential.

Your information will only be shared without your consent if there is a legal or ethical requirement, including:

- risk of serious harm to yourself
- risk of harm to others
- safeguarding concerns involving children or vulnerable adults
- legal obligation or court order

Information may also be shared for professional supervision, where it will be anonymised wherever possible.

#### 8. Sharing Your Data

I may share your data with trusted third parties where necessary, including:

- clinical supervisors (anonymised where possible)
- professional indemnity insurers
- legal or regulatory bodies if required
- IT and software providers (e.g. booking, email, cloud storage)
- payment processing providers

All third parties are required to respect your data and process it in accordance with the law.

#### 9. International Transfers

Some systems I use may store or process data outside the UK.

Where this happens, I ensure appropriate safeguards are in place, such as:

- UK adequacy regulations
- Standard Contractual Clauses
- reputable providers with appropriate security protections

#### 10. Retention of Records

I retain records in line with professional, legal, and insurance requirements:

- Client records: 7 years after final session
- Clients under 18: until age 25
- Financial records: 6 years (HMRC requirement)

Retention periods are regularly reviewed.

#### 11. Data Breaches



LAURA SAVELL  
HYPNOTHERAPY

Small steps big changes...

If your personal data is lost, accessed without authorisation, or disclosed in error, please contact me immediately.

Where required, reportable breaches will be notified to the ICO within 72 hours.

## 12. Your Rights

You have the right to:

- request access to your data
- request correction of inaccurate data
- request erasure (where lawful)
- restrict processing
- object to processing
- withdraw consent (where applicable)
- lodge a complaint with the ICO

Some rights may be subject to legal or professional exemptions.

## 13. Complaints

If you have concerns about how your personal data is handled, please contact me:

Email: [Laura@laurasavellhypnotherapy.co.uk](mailto:Laura@laurasavellhypnotherapy.co.uk)

Please include:

- your full name
- details of your concern
- relevant dates
- the information involved
- any supporting evidence

I will investigate and respond within 30 days.

## 14. ICO Complaint

If you are not satisfied with my response, you can contact the Information Commissioner's Office:

Website: <https://www.ico.org.uk>

The ICO generally expects you to raise concerns with me first.