

GDPR Policy: Reaching Potential Today for Solution Focused Hypnotherapy

In May 2018, the Data Protection Act was replaced by the General Data Protection Regulation (GDPR). **Glen Charles** 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 **Glen Charles** 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 **Glen Charles**. It also covers any session records, text messages or emails between **Glen Charles** & yourself.

How long will you hold my information for?

Glen Charles is a member of the **National Council for Hypnotherapy (NCH)**. As such they are bound by their regulations regarding the length of time they must hold onto your information. The **NCH** insists that **Glen Charles** must hold onto your data for 8 years after your final session. However, the rule for children is different and the **NCH** 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 **Glen Charles** 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 **Glen Charles** 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 **Glen Charles** a request in writing or by email, specifying the data you wish to see, they will supply you with a copy of your data within 30 days. **Glen Charles** will need to confirm your identity before sending you the information. There will be no charge for this service. NB **Glen Charles's** insurance company's legal team may wish to verify any information **Glen Charles** sends out.

What are your reasons for collecting this information?

Glen Charles is keen to offer the highest quality support to their clients and 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 **Glen Charles** to provide continuity within the sessions, to help you towards your goal. This information will allow **Glen Charles** to refer to the content of earlier

sessions and previous discussions. **Glen Charles** 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 Glen Charles will store my information safely?

- Digitally encrypted files on password Protected devices & Secure Cloud Storage with two Factor authentication.

Are our discussions within the hypnotherapy sessions confidential?

Everything you discuss with **Glen Charles** during your sessions remains strictly confidential. Occasionally it may be necessary for **Glen Charles** 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. **Glen Charles** supervisor is also registered with the ICO and abides by GDPR requirements.

What if I see Glen Charles outside of a hypnotherapy session?

Glen Charles is obliged by GDPR to always protect your confidentiality. So, for this reason, although they may acknowledge you in the form of a hand gesture as a greeting, but not an acknowledgement of the therapeutic relationship unless you do so first. This is to protect your confidentiality in public places.

Will Glen Charles discuss information about me with other health and social care professionals?

Glen Charles 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 a therapeutic relationship with them, or to notify them that your therapy has been successfully concluded, **Glen Charles** would require your signature, in line with GDPR requirements. **Glen Charles** does have a 'duty of care' towards **his** clients, so the only exceptions to this would be if **he** believed that you were about to harm yourself or others. Should this occur then **Glen Charles** would be required to inform the relevant authorities. However, **Glen Charles** would always aim to discuss this with you before taking any action. Legally, **Glen Charles** 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 **Glen Charles** and data protection officer. This policy was last updated 21st October 2025. **Reaching Potential Today** is registered with the information Commissioners Office (ICO) You can find out more about your rights at <https://ico.org.uk>. It may be updated at any time, so please check back regularly to ensure that you're aware of the latest version. Please note that the cookie policy for the Website address is available to view online. ICO Registration number: **ZB906152**

Signed: Glen Charles

Date: 21st October 2025