

## **PRIVACY NOTICE (Data Processing)** **plus Cookies**

### **Who we are and how we process your personal data**

John Moonie (owner at HypnoPerth) complies with his obligations under the General Data Protection Regulation (GDPR) by keeping personal data up to date; by storing (and destroying it) securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

### **We use your personal data for the following purposes**

To deliver the services that clients have requested;

To contact those clients as necessary in accordance with the services they have requested;

To contact clients via surveys to ascertain their opinions on the service they received from us;

To maintain our own accounts and records.

N.B. In the event that our recorded data is utilised for research purposes, our own supervision or for the instruction or tuition of students, all such data will be sufficiently anonymised to the extent that individual clients cannot be identified. Should a client indicate that their data should not be used for these purposes, we would refrain from using that data.

Individual client data will never be passed to a third party without the express consent of the respective client, always provided that such confidentiality is neither inconsistent with the therapist's own safety or that of the client, the client's family members or other members of the public, nor in contravention of any legal action or legal requirement.

In accordance with our need to maintain the possibility of access to client data as a result of returning clients or those who may wish to lodge a complaint in respect of our professional services to either our professional body or our insurers (i.e. in all cases perhaps after a long period of time has elapsed), we retain client data for a minimum period of 7 years. For clients under the age of 18, data will be retained until their 25<sup>th</sup> birthday.

### **Our Lawful Basis for processing client personal data**

The client or student has given clear consent for me to process their personal data for a specific purpose. Further, the processing is necessary for both my client's and my own legitimate interests.

### **Your rights and your personal data**

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

The right to request a copy of your personal data which the data controller John Moonie holds about you;

The right to request that the John Moonie corrects any personal data if it is found to be inaccurate or out of date;

The right to request your personal data is erased where it is no longer necessary for the data controller John Moonie to retain such data;

The right to withdraw your consent to the processing at any time;

The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable) [N.B. *This only applies where the processing is based on consent or is necessary for the performance of a contract with the data subject and in either case the data controller processes the data by automated means*].

The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;

The right to object to the processing of personal data, (where applicable) [N.B. *This only applies where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics*]

The right to lodge a complaint with the Information Commissioners Office. (See below).

### **Complaints Notice**

The client has the right to complain to the Independent Commissioner's Office (ICO) if they think there is a problem with the way we are handling their data (see <https://ico.org.uk/concerns/handling/>).

## **Cookies**

We use cookies and similar tools across our website to improve your experience and our website's performance. This page explains how we do that.

### **What are cookies?**

Cookies are small text files which a website may put on your computer or mobile device when you first visit a site or page. The cookie will help the website to recognise your device the next time you visit.

Cookies do many things. For example, they can help us to analyse how well our website is performing, or even allow us to recommend content we believe will be most relevant to you.

Hypnoperth.com and hypnoperth.co.uk collect where you use the contact form. The use of this type of information is made per the privacy policy. Most cookies won't collect information that identifies you. Instead, cookies will collect more general information such as how users arrive at and use our website, or a user's general location.

### **What cookies do we use?**

We use five types of cookie and similar tools across our website to improve its performance and enhance your user experience.

#### **1. First party cookies**

We set these cookies and they can only be read by us.

#### **2. Persistent cookies**

We use persistent cookies which will be saved on your computer for a fixed period. They won't be deleted when the browser is closed. We use persistent cookies to recognise your device for more than one browsing session.

#### **3. Session cookies**

We use session cookies which are only stored temporarily during a browsing session and will be deleted from your device when the browser is closed.

#### **4. Third party cookies**

We may use third party suppliers who may also set cookies (completely dependent on their software) on our website in order to deliver the services that they are providing. These cookies are known as third party cookies. An example of this is statcounter.com and bandcamp.com when you order MP3 tracks. PayPal may also create cookies in regard to payment for MP3s via bandcamp.com or this website for training and services. Heart internet which hosts the website may set cookies when you download MP3 files or .zip files as a client or hypnotherapy student.

#### **5. Google Analytics**

We use Google Analytics cookies in order to evaluate your use of the website and compile reports for us on activity on the website.

You can learn about Google Analytics cookies by visiting this site:

[www.google.com/intl/en/privacypolicy.html](http://www.google.com/intl/en/privacypolicy.html)

### **Can you block our cookies?**

Cookies help you to get the most from our website, so please remember that if you do choose to disable cookies, you may find that certain sections of our website do not work properly.

### **How do I disable cookies?**

All recent versions of popular browsers give you a level of control over cookies and control over these is browser-dependent. You can find out how to control cookies in your browser by visiting this site: <https://www.enigmavehicle.co.uk/how-to-control-cookies/>

### **More information**

If you'd like to know more about how businesses use cookies visit:

<https://www.enigmavehicle.co.uk/how-to-control-cookies/>