Privacy policy

GDPR – Cookies privacy

GDPR and Privacy Policy

Last reviewed: August 2026

Your privacy and confidentiality are very important to me, and I deeply value the trust you place in me when sharing your personal and sensitive information. As a Clinical Solution Focused hypnotherapist (CSFH) and a REIKI Master Teacher, I am committed to protecting your privacy and ensuring the confidentiality of your data.

This privacy notice explains how I collect, use, store and protect your personal information in line with UK GDPR, the Data Protection Act 2018, the Privacy and Electronic Communications Regulations where relevant, and the Data (Use and Access) Act 2025. I am the data controller for my self-employed practice and I am responsible for how your personal data is handled. As a member of the National Council for Hypnotherapy (NCH) and the Reiki Association, I also follow relevant professional codes of ethics and confidentiality requirements.

Data Storage and security
Handwritten notes and hard copy forms are stored securely and kept locked when not in use. Where information is transferred into secure digital records, any unnecessary paper copies are shredded confidentially. Digital records are protected by appropriate security measures, including password protection and encryption where available. Client information is accessed only by me and used only for providing therapy or Reiki services, managing appointments, communicating with clients, keeping records, meeting professional and insurance obligations, and complying with the law. Therapy session notes are pseudonymised where possible, meaning they use a reference code rather than your name or direct identifiers. I review my data protection practices regularly to keep your information secure and confidential.

If a personal data breach occurs, I will assess the risk promptly and take appropriate action. Where legally required, I will report the breach to the Information Commissioner's Office (ICO) and inform any affected individuals.

Data Retention period:
Records are kept only for as long as necessary for therapy, Reiki, professional, insurance and legal purposes. Where different professional retention periods could apply, I will normally keep the record for the longest applicable period so that professional and insurance obligations are met. After the retention period has ended, records are securely deleted or confidentially destroyed.

Adult Client:	8 years after the last interaction
17 and 18 Years old:	26 years at last session
Under 16:	up to the age of 25 and when last seen

As a member of the REIKI Association, information will be stored securely for:

Adult Client:	7 years after the last interaction
Under 18 years old:	records must be kept until the child turns 18 **+** 7 years,

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Data Access:
You have rights under UK data protection law, including the right to ask for access to your personal data, correction of inaccurate information, deletion where applicable, restriction of processing, objection to certain processing, and a copy of your information in a portable format where this applies. I will normally respond to rights requests within one month. If I need clarification to identify the information requested, the response time may be paused until clarification is received. Some information may need to be kept for professional, insurance or legal reasons, so deletion may not always be possible before the minimum retention period has ended.

All therapy discussions are confidential. I will not share information with third parties without your explicit consent, except where there is a serious risk of harm to you or another person, where safeguarding concerns apply, where disclosure is required by law, or where I must meet a legal or professional obligation. If contact with your GP or another health or social care professional is recommended, I will normally ask for your written consent first unless there is an urgent legal or safeguarding reason to act without delay.

If I need to consult my supervisor as part of my regular professional practice, this will be done anonymously and in a way that does not disclose your identity.

Data collections
I collect personal data to provide the therapy services you request ("contractual necessity"), and additionally to:

- Contact you regarding the services provided (classed as "contractual necessity")
- Invite feedback or participation in surveys (classed as "legitimate interest")
- Maintain accounts and records (classed as "legal obligation")
- Send email communications such as newsletters or updates *only* if you have explicitly opted in (i.e. given consent)

You can withdraw consent to marketing communications at any time by contacting me. Withdrawing marketing consent will not affect the therapy or Reiki services you receive.

To provide a safe, tailored, and effective service, I collect the following:

- Name and contact details
- Medical history and relevant health information
- Personal background, including family, employment, hobbies, lifestyle, and support networks
- Details of the issues you wish to address in therapy
- Brief session notes to monitor progress and ensure continuity of care.

Data related to Children
If I work with a client under 18, I require consent from a parent or legal guardian where appropriate. I will explain privacy information in a clear and age-appropriate way where possible and will take extra care when handling children's personal data.

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Meeting outside the therapy sessions
If we meet outside of sessions, whether in person or online, I will not approach you first (unless we had a prior relationship before you engaged in therapy with me). In either circumstance I will always respect your privacy and not mention our professional relationship.

Legal Basis for Processing
For ordinary personal data, I rely on lawful bases such as contract, legal obligation, legitimate interests, and consent where appropriate. For health information and other sensitive information, which is special category data, I also rely on an Article 9 condition under UK GDPR, such as explicit consent and, where applicable, processing necessary for health or social care purposes. I only ask for information that is relevant and necessary for providing a safe and appropriate service. You do not have to share information, but if important information is withheld, I may be unable to provide services safely or appropriately.

International Transfers
If I use service providers such as email, booking, payment, cloud storage or practice management systems that process data outside the UK, I will take reasonable steps to ensure appropriate UK GDPR safeguards are in place. This may include using providers covered by UK adequacy regulations or appropriate contractual safeguards for international transfers.

Complaints about how your data is handled
If you have any concerns about how I collect, use, store, share or protect your personal data, please contact me first so I can try to resolve the issue. You can email me at sheyendo@gmail.com with your name, contact details, a short explanation of your concern, and what you would like me to do. I will acknowledge your complaint within 30 days of receiving it, investigate it without undue delay, keep you informed where appropriate, and tell you the outcome.

If you are not satisfied with my response, or if you prefer to complain directly to the regulator, you have the right to contact the Information Commissioner's Office (ICO), the UK supervisory authority for data protection matters. The ICO can be contacted through its website at ico.org.uk.

Contact details
If you have any questions or concerns regarding your personal data or wish to exercise any of your rights under UK GDPR, please do not hesitate to contact me:

Sheyen Dawson
REIKI Master Teacher – Clinical Solution Focused Hypnotherapist
ICO registration number: **ZC221357**
E.: callme@sheyendo.com

Cookie and Website Privacy Statement

This statement explains how cookies and similar technologies may be used if you visit my website or use an online booking, enquiry, contact or payment form connected with my practice. It should be read together with the GDPR and Privacy Policy in this document.

Cookies and similar technologies
Cookies are small files or similar technologies placed on your device when you visit a website. They may be used to make the website work, keep it secure, remember choices, support booking or form functions, understand how visitors use the site, or support marketing where this has been enabled.

Necessary and optional cookies
Strictly necessary cookies may be used without consent where they are needed for website security, navigation, booking, payment or form submission. Optional cookies, such as analytics, preferences, advertising, marketing, embedded content or social media tools, should only be used where they are clearly explained and, where required, you have chosen to accept them.

Consent and managing choices
Where consent is required, non-essential cookies should not be set unless you agree. You should be able to reject optional cookies and change or withdraw your choices as easily as you gave them. You can also control or delete cookies through your browser settings, although some website features may not work properly if cookies are blocked.

Online forms, providers and updates
If you use an online contact form, booking system or payment service, the information you provide may be used to respond to enquiries, arrange appointments, manage payments, keep business records and provide services. I do not ask you to send full card details by email or write them on this form. My website or online services may use trusted third-party providers, such as hosting, email, booking, payment, analytics, security, video call or administration services. Where personal data is transferred outside the UK, I will take reasonable steps to ensure appropriate safeguards are in place. I may update this statement if my website, systems, providers or legal requirements change.

I may update this Cookie and Website Privacy Statement if my website, booking systems, payment systems, third-party providers or legal requirements change. The latest version should be made available wherever this form or my privacy information is provided.