

Privacy, Data & Cookie Policy

Liverpool Hypnosis believes that maintaining our clients' trust and confidence is of the utmost priority. We understand that privacy is an incredibly important concern for both our clients and visitors to our web site due to the personal nature of our business. Whether you are a client of Liverpool Hypnosis, or just visiting our web site, we would like to take the opportunity to explain in detail how we take every step possible to ensure we protect your privacy and the steps we take to safeguard any information.

This policy was last updated in August 2022. We may change this privacy policy from time to time. By using our website, you're agreeing to be bound by this policy.

Overview about visiting Liverpool Hypnosis

Although we may use web site usage data to improve the content and services offered to our web site visitors, such data is reported on an aggregate, anonymous basis with no personal information associated with such gathering of data. Typical data may include: how many people visit our web site; the pages they visit; how long they stay on our web site; and the domain name of the site visitors connect from e.g. google.com.

The Use of Cookies

A cookie is a small piece of information transferred to your hard drive by the web site to support your navigation of our web site. They are widely used throughout the web to assist users who visit a particular web site or for tracking usage of a web site, although Liverpool Hypnosis does not use cookies to gather personal information such as a person's name or email address.

We may, however, choose to use cookies to identify repeat visitors to our web sites, to determine the path visitors take to our web sites, and where appropriate to identify visitors who came to our web site as a result of a banner ad on a third-party web site. Please be assured that all information we gather by the use of a cookie is compiled on an aggregate, anonymous basis.

With most Internet browsers, you can erase cookies from your computer hard drive, block all cookies or receive a warning before a cookie is stored. If you want to know how to do this, please look at the help menu on your web browser. However, please note that "rejecting" cookies will mean that you may not be able to use certain features on our web site. We therefore advise that you accept cookies to ensure you benefit from all of our web site's features and security mechanisms.

Whereas we employ reasonable measures to protect against viruses and other harmful components, the nature of the Internet is such that it is virtually impossible to ensure that your access to the web site will be uninterrupted or error free, or that this web site, its servers or emails which may be sent by us are free of viruses or other harmful components.

Details of the cookies used by this Website are set out below.

Cookie Overview:

Analytics	Analytical cookies are used to understand how visitors interact with the website. These cookies help provide information on metrics the number of visitors, bounce rate, traffic source, etc.
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Functional	Functional cookies help to perform certain functionalities like sharing the content of the website on social media platforms, collect feedbacks, and other third-party features.
Advertisement	Advertisement cookies are used to provide visitors with relevant ads and marketing campaigns. These cookies track visitors across websites and collect information to provide customized ads.
Other	Other uncategorized cookies are those that are being analyzed and have not been classified into a category as yet.

Personal information (Non-Public)

In the event visitors to our web site choose to provide Liverpool Hypnosis with non-public personal information about themselves (e.g., name, address, phone number, email address) for the purpose of receiving additional information about our services, we will take the following steps to safeguard such non-public personal information (“Personal Information”).

Liverpool Hypnosis may collect the following types of Personal Information:

Information we receive from the online application forms and every time you email us or provide us with your details in other ways (i.e. over the telephone, by mail etc.). This information would include details as: your name, address, landline or mobile telephone numbers, e-mail address, details of the ways in which you are happy to receive information from us.

How we use your information

We may use it:

- To contact you to arrange appointments
- To carry out our obligations arising from any contracts entered into by you and us;
- Seek your feedback and views on our services
- Notify you of changes to our services;
- For marketing purposes; to send you communications which you have requested and that may be of interest to you

We will hold your personal information on our systems for as long as is necessary for the relevant activity. Or as long as is set out in any relevant contract you hold with us. Or, as long as is required by clinical insurance purposes.

We will not sell or rent your information to third parties or share your information with third parties for marketing purposes. Ever!

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

However, as per the laws of the United Kingdom, Liverpool Hypnosis are obliged to provide personal information following receipt of a valid court order that may have been issued in regard to any form of criminal prosecution.

Your Rights

You have the following rights in relation to your Data:

- Right to access – the right to request copies of the information we hold about you at any time, or that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is “manifestly unfounded or excessive.” Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
- Right to correct – the right to have your Data rectified if it is inaccurate or incomplete.
- Right to erase – the right to request that we delete or remove your Data from our systems.
- Right to restrict our use of your Data – the right to “block” us from using your Data or limit the way in which we can use it.
- Right to data portability – the right to request that we move, copy or transfer your Data.
- Right to object – the right to object to our use of your Data including where we use it for our legitimate interests.

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address: liverpoolhypnosis@hotmail.co.uk.

If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner’s Office (ICO). The ICO’s contact details can be found on their website at <https://ico.org.uk/>.

It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

We welcome your questions and suggestions you may have about our privacy policy as we constantly try and stay above industry standards. In providing you with details of the information we hold about you, we may require proof of your identity before we supply the information to you.

For further clarification contact Liverpool Hypnosis via email at:

liverpoolhypnosis@hotmail.co.uk