

PRIVACY & CONFIDENTIALITY POLICY

Strategic Hypnotherapy Center | Natural Therapies with Soo

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This Privacy & Confidentiality Policy applies to both Strategic Hypnotherapy Center (strategichypnotherapycenter.com) and Natural Therapies with Soo (naturaltherapieswithsoo.com). We are committed to protecting your privacy and maintaining the confidentiality of all information you share with us—whether you attend in person at our Cairns location or online via Zoom. This policy outlines how your personal information is collected, stored, used, and safeguarded in compliance with legal and ethical standards.

1. Collection of Information

We collect personal information relevant to your therapy, which may include:

- Contact details (name, phone, email, address)
- Relevant personal history, lifestyle information, and therapy goals
- Session notes and progress updates
- Consent forms and signed agreements

This information is gathered directly from you during consultations, through forms you complete, and via secure online booking systems.

2. Use of Information

Your personal and health information is used solely for:

- Assessing your needs and planning your therapy
- Delivering hypnotherapy and strategic psychotherapy services
- Maintaining accurate client records
- Communicating with you regarding appointments, follow-up care, and relevant resources

We do not sell, rent, or share your personal information with third parties for marketing purposes.

3. Storage & Security

- Records are stored securely, either in password-protected digital files or locked physical storage.
- For online sessions, we use secure video conferencing (Zoom) and recommend you ensure privacy at your location.
- Only the practitioner has access to your records, unless disclosure is legally required.

4. Confidentiality

All information you share during sessions—whether in person or online—remains confidential except where:

- You have given written consent for information to be shared with another professional.
- Disclosure is required by law (e.g., mandatory reporting of abuse, court orders).
- There is an immediate and serious risk of harm to yourself or others.

5. Online (Zoom) Sessions

- Online sessions are conducted using secure, encrypted connections.

- Clients are responsible for ensuring they are in a private space, free from interruptions.
- No sessions will be recorded without your prior written consent.

6. Access to Your Records

You may request access to your personal information at any time. Requests should be made in writing and will be processed in accordance with privacy laws.

7. Your Rights

- To know what information we hold about you.
- To request corrections to any inaccurate information.
- To withdraw consent for information sharing at any time (unless required by law).

By engaging with Strategic Hypnotherapy Center or Natural Therapies with Soo—whether in person or via Zoom—you acknowledge that you have read and understood this Privacy & Confidentiality Policy.

