

## Guidelines, Disclaimers and Privacy

### Guidelines

- You expect and understand that any messages, emails and phone calls sent or made might not be responded to immediately but that there will always be a response to your message or phone call at the earliest opportunity, as long as contact details have been provided.
- During times of annual leave, you will be informed of any changes to ongoing therapy and appointments will be scheduled accordingly.
- If you need to amend our appointment schedule, you are required to contact Uplift Therapies within 24 hours before the planned appointment via phone or email. Failure to comply and provide suitable notification will result in the session being charged in full.
- Payment is requested either at point of booking or you will be contacted 2-3 days ahead of the scheduled appointment to confirm attendance and for payment to be processed, if not paid already.
- You understand and accept that all aspects of the therapy including discussions and written notes are kept safely, securely and confidentially. In the rare event that you (the client) are deemed to be a threat to yourself or others, confidentiality will be broken and either your doctor or other another party of authority notified.  
In such extreme cases Uplift Therapies will endeavor to discuss this with you and obtain your agreement prior to taking action, however, this might not always be possible or the safe thing to do in which case Uplift Therapies will proceed with notifying relevant parties.
- If during initial appointments it is highlighted there is need for referral to another hypnotherapist, treatment specialist or medical professional, this will be explained to you fully and options explained.
- You fully accept and understand that there can be no guarantee to the effectiveness of any treatment in any individual case. Results may vary. Your participation and input during and between appointments is important but it must be understood that hypnotherapy services are not a magic fix and you are ultimately in control of yourself and and the outcome of any treatment.
- Any therapy that is undertaken requires you (the client) to fully commit to the change being sought and to put in the required necessary efforts to make the change a reality within your own life.
- There may be occasions when Uplift Therapies require you to consult with your GP prior to undertaking any hypnotherapy to gain their consent and obtain assurance that it is safe to continue without risking impacting any other possible symptoms that could be signalling the need for urgent medical assistance. If this happens, it should not be a cause for concern, it is a requirement of hypnotherapy practice and for insurance purposes.
- You understand that not every session will necessarily include hypnosis and there will be times when appointments are spent information gathering through talking therapy techniques which will enable the best possible outcome from your therapy sessions. Anything covered, and any technique used during appointments, is essential work.
- If during appointments it is recommended that practice time is spent on techniques discussed and used during therapy sessions, then, in order for the treatment to be as effective as possible, such advice should be followed.

## Disclaimers

- Any advice available on the Uplift Therapies website is for information purposes only. It is not designed to diagnose, treat, or provide substitute advice and treatment from a medical professional specialist or GP.
- The services offered by Uplift Therapies are complimentary therapies only, meaning that any service provided works alongside medically trained individuals and GPs. It is not a replacement of the treatment and services they provide.
- Uplift Therapies are closely linked to The Association for Professional Hypnosis and Psychotherapy and a requirement of this professional body is that therapists registered with them have regular professional supervision. There might be occasions during therapist supervision, where work that has been undertaken with you and your agreed treatment plan will be discussed. In such instances, there will be no disclosure of your name or anything else that might enable someone to identify you.
- Uplift Therapies only keep your details for as long as is necessary. Your client file, which contains brief notes about the work we do together, is held for a period of time (7 years) as set out by my insurer and as per GDPR regulations.
- If ever any hypnosis recordings are provided during sessions, it should be ensured that these are never listened to whilst driving or operating heavy machinery. Any recordings should always be listened to in a safe and secure environment.
- Hypnotherapy is not recommended for individuals experiencing some mental disorders or psychiatric conditions. If there is cause for concern then hypnosis will not be an option and advice will be given that GP help and advice should be sought instead.
- Estimations on the number of sessions required will only be a guideline. Each individual case will be reviewed and discussed as treatment progresses.

## Privacy

- Uplift Therapies and its staff considers privacy protection and confidentiality to be of paramount importance.
- Browsing the Uplift Therapies website can be done so anonymously however upon submitting an enquiry form, you confirm your acceptance that some data will be shared with the staff of Uplift Therapies. This data will not be used for anything other than further communication with you directly, or as stated in the guidelines above, in the extremely rare event that you are considered to be a threat to yourself or others when either your doctor or other another party of authority will be notified.
- Any personal data submitted through the Uplift Therapies website or obtained during treatment sessions will not be sold or distributed. All reasonable efforts are taken to safeguard any confidential information.
- Uplift Therapies and its staff will not be held liable for the disclosure of any information obtained due to errors in transmission or the unauthorised acts of third parties.
- Uplift Therapies use Google Analytics to analyse the use of our website. Google Analytics gathers information about the website use by means of cookies. The information gathered on the Uplift Therapies website is used to create reports about the use of the website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>.