

## Data Protection Complaints Procedure

### Hypnotherapy4Change

#### 1. Purpose of This Procedure

Hypnotherapy4Change (Craig Hughes) is committed to protecting the privacy and rights of all clients and visitors. If you believe your personal data has been mishandled, used unlawfully, or processed in a way that concerns you, this procedure explains how you can raise a complaint and how we will respond.

#### 2. How to Make a Data Protection Complaint

##### Step 1: Contact Hypnotherapy4Change

If you have concerns about how your personal data has been collected, stored, or used, please contact us directly so we can investigate and resolve the issue promptly.

**Email:** [hypnotherapy4change@outlook.co.uk](mailto:hypnotherapy4change@outlook.co.uk) **Phone:** 07419981888

**Address:** Chapel Lane, Threapwood, Malpas, SY14 7AX

Please include:

- Your name and contact details
- A clear description of your concern
- Any relevant dates or supporting information

#### 3. What Happens After You Submit a Complaint

##### Acknowledgement

We will acknowledge your complaint within **5 working days**.

##### Investigation

We will:

- Review the details of your complaint
- Examine relevant records, communications, or data processing activities
- Contact you if further information is needed

##### Response

You will receive a written response within **30 days**, outlining:

- The findings of our investigation
- Any actions taken to resolve the issue
- Any steps we will take to prevent similar issues in future

If the matter is complex and requires more time, we will notify you and provide an updated timeline.

#### **4. If You Are Not Satisfied with Our Response**

If you feel your complaint has not been resolved appropriately, you have the right to escalate your concern to the **Information Commissioner's Office (ICO)**, the UK's independent authority for data protection.

**ICO Contact Details:** Website: <https://ico.org.uk> Phone: 0303 123 1113

You do not need to contact us first, but we encourage you to do so as most issues can be resolved quickly and informally.

#### **5. Your Rights Under UK Data Protection Law**

Under the UK GDPR and Data Protection Act 2018, you have the right to:

- Access your personal data
- Request correction or deletion
- Object to certain types of processing
- Request restriction of processing
- Request data portability
- Withdraw consent at any time

If your complaint relates to one of these rights, we will explain the process clearly and act within the legally required timeframes.

#### **6. How We Protect Your Data**

Hypnotherapy4Change uses secure systems, encrypted storage, and strict confidentiality procedures to protect all client information. Only authorised personnel have access to personal data, and all processing is carried out in accordance with UK GDPR principles.

#### **7. Updates to This Procedure**

This complaints procedure may be updated periodically to reflect changes in legislation or best practice. The most current version will always be available on our website.