

Connected Hypnotherapy — Privacy Policy

Effective August 20, 2026

Connected Hypnotherapy (connectedhypnotherapy.com) is a hypnotherapy practice operated by Professional Hypnotherapy, LLC, its parent company. This policy explains what information we (“we,” “us,” or “our”) collect through this website and our associated booking and client-portal system, how we use it, and the choices you have.

Not a Medical or Insurance-Billed Practice

Hypnotherapy is not a licensed field of practice in any U.S. state. A small number of states (Washington and Connecticut) require registration for hypnotherapists, which is not the same as licensure, and Professional Hypnotherapy, LLC complies with any such registration requirements where they apply. We do not accept, bill, or work with health insurance of any kind.

Because of this, we are not a “covered entity” under the Health Insurance Portability and Accountability Act (HIPAA), and this is not a HIPAA Notice of Privacy Practices. That said, we hold ourselves to privacy and confidentiality standards consistent with HIPAA's principles as a matter of professional practice — not because we're legally required to, but because it's the right way to handle your information.

Information We Collect

Information you give us directly:

- **Contact and account details** — name, preferred name, email address, phone number, date of birth, and mailing address, when you book an appointment, create a client-portal account, or fill out a form.
- **Appointment details** — the hypnotherapist, appointment type, date/time, and pricing of sessions you book.
- **Intake and history forms** — information you provide on any intake, history, or emergency-contact form we ask you to complete, which may include health-history information and the reasons you're seeking hypnotherapy. Some of this information is required in order for us to provide services safely and effectively (for example, health or safety information relevant to a session) — those fields are marked as required on the form itself. Beyond what's required, you're never asked to disclose more elective detail than you're comfortable with.
- **Signed contracts and agreements** — the content of any contract or intake form you sign electronically, kept exactly as you agreed to it (including the timestamp and IP address at the time of signing, as part of the record that you signed it).
- **Messages you send us** — through the contact form, gift-card purchases, or direct correspondence.
- **Session recordings and shared files** — if a hypnotherapist shares a recording or document with you, or you upload a file to your portal, it's stored on our server for a limited retention period (see “How long we keep information” below).

Information collected automatically:

- We use cookies to keep you logged into the client portal and to track an in-progress booking hold. Our practice websites run on one shared system operated by Professional Hypnotherapy, LLC, so a cookie may also be used to recognize you and carry the information necessary to schedule and provide hypnotherapy services across our family of websites. We do not use these cookies for advertising, and we do not use them to track you on websites outside the Professional Hypnotherapy, LLC family.
- We log IP addresses for security purposes — to prevent abuse of our booking and login systems, to enforce rate limits against spam and automated attacks, and as part of the audit trail for electronically signed documents.
- We use analytics tools to understand overall site traffic and usage in aggregate. These tools may set their own cookies. You can control cookies through your browser's settings at any time.

Payment information: When you pay a deposit, invoice, or purchase a gift card, your card details are entered directly into Stripe's own secure checkout page. We never see or store your full card number — our records only include the amount, status, and Stripe's own transaction reference.

How We Use Your Information

- To schedule, confirm, and deliver hypnotherapy sessions (including creating a private video-meeting link when a session is held over Zoom).
- To process payments, deposits, invoices, and gift-card purchases.
- To send appointment confirmations, reminders, receipts, and other service-related email.
- To respond to messages sent through our contact form.
- To maintain client and business records, including the evidentiary record of any contract or intake form you've signed.
- To detect and prevent fraud, abuse, and unauthorized access.
- To comply with applicable law.

Who We Share Information With

We do not sell your personal information, and we do not share it for third-party advertising. We share information only with the service providers that help us run this practice, and only as needed for them to do that job:

- **Stripe** — to process payments and deposits. Stripe receives your payment details directly; we do not.
- **Zoom** — to host video sessions. Creating a session shares your name and appointment time with Zoom; the video session itself is subject to Zoom's own privacy practices.
- **Our email provider** (Google/Gmail or our hosting provider's mail service) — to deliver confirmations, reminders, and messages you send us.

- **Off-server backups** — our nightly backups are optionally copied off-server to a cloud storage service, encrypted, as a safeguard against losing data if our primary server is lost. This is a backup copy, not a service that otherwise has access to your information.

We may also disclose information if required to do so by law, or to protect the safety of a client or the public.

How Long We Keep Information

- Shared files and session recordings are kept for a limited retention window (90 days by default) and the file itself is then deleted; we keep a record that the file existed and when it expired.
- Signed contracts and intake forms are kept as a permanent record of what you agreed to, the same way a signed paper contract would be.
- Account, appointment, and payment records are kept for at least six years from your most recent session with us, or as long as required by applicable law, whichever is longer.
- Backups are retained on a rolling basis (3 days by default) and are then overwritten.

Security

Sensitive settings and credentials are stored encrypted. Client files and our database are not directly reachable over the web. We use CSRF protection on forms, rate-limiting against abuse, and a self-hosted image CAPTCHA (no third-party CAPTCHA service sees your activity). No system is 100% secure, but we take reasonable, ongoing steps to protect your information.

Your Choices and Rights

You can ask us to access, correct, or delete the personal information we hold about you by contacting us at professionallyhypnotherapyllc@gmail.com. Some information — such as a signed contract, or records we need for our own legal or accounting obligations — may need to be retained even after such a request. Professional Hypnotherapy, LLC is based in Oregon; if you're a resident of Oregon or another state with its own consumer privacy law, you may have additional rights under that law.

Minors

We work with clients under 18 only with the signed, informed consent of a parent or legal guardian. We do not knowingly collect information from anyone under 18 without that consent.

Changes to This Policy

If we make changes to this policy, we'll update this document and the effective date above.

Contact Us

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