

Tamsin Denbigh Therapy

Terms and Conditions / Frequently Asked Questions

Updated May 2026

Thank you for choosing Tamsin Denbigh Therapy. I am a Solution Focused therapist, using elements of Hypnotherapy, Compassion Focused Therapy and Cognitive Behavioural Therapy (CBT). Solution Focused Therapy differs from other types of treatment as it focuses on your preferred future rather than your past. My role is to guide you in identifying small, achievable changes you want to make that will help you achieve your preferred future. I may use other techniques in my practice including Rewind Therapy for phobias or trauma and CBT-i for insomnia.

My Qualifications and How I Am Regulated

- I hold the Hypnotherapy Practitioner Diploma (HPD) and the Diploma in Solution Focused Hypnotherapy (DSFH).
- I am an approved Anxiety UK therapist.
- My business is a member of and regulated by the National Council for Hypnotherapy (NCH) and Complementary and Natural Healthcare Council (CNHC).
- I must adhere to their strict codes of conduct and ethics, including having a recognised qualification, appropriate insurance, regular Continual Professional Development (CPD) training, and supervision with a regulated and qualified supervisor.

My Commitment to You and Your Commitment to the Treatment

- All clients will be seen by myself for the Initial Consultation and subsequent sessions.
- All clients will receive a relaxation download once they have attended the Initial Consultation.
- Sessions will only be conducted if I deem the therapy safe for the client to receive and if the client wishes to participate in the session.
- I will only work with clients who have actively chosen to receive therapy.
- GP/Consultant permission may be required before sessions can be provided.
- By coming for this treatment, you agree to a commitment of weekly sessions at first, reducing to fortnightly and possibly monthly/6 weekly, after mutual agreement. Your commitment to these sessions is important and if you regularly fail to attend sessions, or regularly cancel and rearrange sessions, I will have a discussion with you about whether this is something you are committed to. Your commitment will also include listening to the relaxation download regularly to help with reducing anxiety, and to reinforce positive thinking and action.
- Clients must complete a Consent Form after the Initial Consultation to carry on with sessions. By signing the Consent Form, clients are giving permission for me to hold records and data about them and agreeing how I can contact them. The Consent Form also serves as your explicit consent for me to process your special category health data (therapy and session records), as required under UK GDPR. You may request a copy of your Consent Form at any time.

How Long Will Each Session Be and How Much Will They Cost?

- Sessions are usually 55 minutes but may sometimes extend into 65 minutes, if required.

- Sessions will begin weekly at first, but may over time and in agreement spread out over longer periods.
- Stop Smoking is a one-off session that lasts approximately two hours.
- Sessions are £65 each or a package of 6 sessions is £360. Stop Smoking is a one-off two hour session costing £200. Sleep Help and Kind to Yourself are 6-part programmes costing £400.

Payment Terms

- I accept payment by bank transfer.
- Payment must be made 24 hours ahead of each session or sessions will not go ahead.

Young Clients

- Clients under the age of 18 must be accompanied by an adult for part of the Initial Consultation.
- The adult must give permission for the session(s) to proceed.
- The adult must co-sign the young client's Consent Form.
- The adult must be present in the room or nearby the building during the Initial Consultation, and for subsequent sessions if the client is aged 16 or younger.

What If I'm Running Late?

- Please do let me know if you are running late by messaging me by text or email. There are some slots I have available that mean I am able to continue with your full session, but often I will have another client waiting and therefore it may mean our session has to be a little shorter.

What If I Need to Rearrange My Session?

- You will not be charged if you cancel a session more than 48 hours before its scheduled time.
- If you provide less than 48 hours' notice, the session is still payable and you will not be reimbursed the cost. If you have not paid for the session yet, I will request payment.
- The cost of the session may be waived at my discretion due to extreme unforeseen issues such as severe disruptive weather conditions.
- If I need to rearrange a session, I will let you know at my earliest opportunity.
- I have the right to cancel a treatment without notice if the room or environment is unsuitable for the session to be provided.

Inappropriate Behaviour

- I have the right to terminate a session immediately if the client demonstrates inappropriate behaviour.
- I have the right to cancel a treatment without notice if the client is intoxicated or inebriated.

Data Protection — Your Rights and My Obligations

What is UK GDPR and how does it affect you?

The UK General Data Protection Regulation (UK GDPR), as updated by the Data (Use and Access) Act 2025, ensures your personal and sensitive data is kept private and held securely, and processed only in the way you have agreed to. It protects your rights as a consumer of a service involving your identifiable data, such as your name, address, or medical conditions. It also covers session records, text messages, and emails we exchange.

Special category health data

Because therapy involves your health and wellbeing, the information I hold about you is classed as “special category personal data” under UK GDPR. This means it receives a higher level of protection. The lawful basis for processing this data is your explicit consent, which you provide by signing the Consent Form after your Initial Consultation. You have the right to withdraw this consent at any time by contacting me in writing.

Your data subject rights

Under UK GDPR you have the following rights regarding your personal data:

- Right of access — you can request a copy of the personal data I hold about you (a Subject Access Request).
- Right to rectification — you can ask me to correct inaccurate or incomplete data.
- Right to erasure — you can ask me to delete your data (subject to my legal retention obligations — see below).
- Right to restriction — you can ask me to limit how I process your data in certain circumstances.
- Right to data portability — you can ask for your data in a commonly used, machine-readable format.
- Right to withdraw consent — you can withdraw your consent for me to process your special category data at any time.
- Right to complain — you have the right to raise a data protection concern with me directly, and to escalate to the Information Commission if you are unsatisfied (see Complaints section below).

How long will I hold your information?

The associations I belong to stipulate that I must hold your data for 8 years after your final session. For under 18s, I must hold your data until your 25th birthday, unless you are 17 when treatment ends, in which case I must keep it until your 26th birthday. All records will be deleted in the January after the above retention dates. This is in line with NHS regulations for holding data.

Why do I need to record this information?

I collect information about why you are using the service, a small amount of medical information, and a small amount of information about your important others, alongside brief session notes. This enables me to provide a high quality service, ensuring I am equipped with knowledge of our previous discussions before each session. Your contact details, address, and GP surgery details will only be used with your explicit consent.

What if I don't want my records held for that long?

Under UK GDPR you can make a request in writing to me for all your records to be deleted. In this case all paper records would be shredded and any electronic data such as emails or text messages would be permanently deleted from the devices they are stored on. I would retain only the deletion request itself and no other data.

What Measures Are in Place to Keep Your Records Secure?

- Client consultation and treatment details will not be discussed with anyone other than the client unless the client is under the age of 18 or has a care worker or guardian.

- Initial Consultation forms will be kept online, password secured.
- Session notes will be kept in hard copy, stored in a locked cabinet.
- Text messages are secured with thumbprint recognition. Please note that standard SMS is not encrypted in transit; I will therefore never send sensitive personal or clinical information by text message. Any email attachments containing your personal information will be password protected and the password sent to you by text.
- I apply a 'data protection by design' approach: data protection and your privacy are considered in everything I do, and I collect only the minimum data necessary to deliver your treatment.

What Happens If There Is a Data Breach?

In the unlikely event of a data breach that may put your personal data at risk, I will notify you without undue delay where there is likely risk to your rights and freedoms. Any serious breach will be reported to the Information Commission (formerly the ICO) within 72 hours of becoming aware of it, as required by UK GDPR.

Is What We Discuss Kept Confidential?

Everything we talk about during our sessions is strictly confidential. I may discuss elements of our sessions with my Supervisor, but only the minimum information necessary, and client names will not be disclosed. Details are presented in a way that does not identify you.

What If I See You Outside of a Session?

If we see each other outside of a session I will smile but will not engage in any further conversation to ensure your confidentiality. You are welcome to share with other people about the therapy you are receiving, but I am obligated by UK GDPR to ensure your confidentiality is protected. I would request that in order to ensure the success of your treatment you refrain from discussing your treatment with me in public outside of your sessions.

What About Other Health and Social Care Professionals?

As I adhere to UK GDPR, any contact relating to you with other healthcare professionals would only be made with your consent. For example, if I were to write to your GP to notify them of your treatment with me, I would only do this if you gave specific consent.

Exceptions:

In order to safeguard you and the people around you, if you were to disclose that you were going to carry out harm to yourself or someone else, then under my Duty of Care I am obligated by law to inform the relevant authorities. This is to support you to live well, and I would always aim to discuss this with you prior to contacting anyone. If I were issued with a police warrant or court order for your information, by law I would also have to provide it.

Website and Social Media Content

- Website and social media content will be authorised and managed at my discretion.
- Client testimonials and photos will only be published with the client's written approval.

Complaints Procedural complaints

- If you wish to make a general complaint about your treatment or experience, please email me on hello@tamsindenbightherapy.com.
- Complaints must include the date and location of the incident, your full name, details of the complaint, and a desired outcome.
- All complaints will be taken very seriously and a response will be provided within 28 days.

Data protection complaints

Under the Data (Use and Access) Act 2025, you have the right to raise a complaint directly with me if you believe your personal data has been mishandled. To do so:

- Contact me in writing at hello@tamsindenbightherapy.com, describing your concern.
- I will acknowledge your complaint within 30 days of receipt.
- I will investigate and respond to you without undue delay.
- If you are not satisfied with my response, you have the right to escalate your complaint to the Information Commission (formerly the ICO) at www.ico.org.uk.

I encourage you to raise data concerns with me in the first instance so that I can address them promptly before any escalation is needed.

Insurance and Ethics

- Tamsin Denbigh Therapy is registered with NCH and CNHC.
- Tamsin Denbigh abides by the code of ethics provided by NCH and CNHC.
- Tamsin Denbigh Therapy is fully insured by Holistic Insurance Services. I am insured to work with clients outside of the UK but I am based in the UK and governed by UK jurisdiction.
- Tamsin Denbigh has an enhanced DBS certificate.

These Terms and Conditions were last updated in May 2026. They incorporate requirements of the UK GDPR and the Data (Use and Access) Act 2025. If you have any questions, please contact hello@tamsindenbightherapy.com.