Privacy Policy

Privacy Policy for Hypnotherapy Nelson

Hypnotherapy Nelson, operated by Kathy Hemi in Nelson, New Zealand, respects your privacy and is committed to protecting the personal information you share with us.

This Privacy Policy explains what information we may collect when you visit our website, how that information is used, how it may be stored or shared, and the choices available to you regarding your personal information.

By using this website, you acknowledge that you have read and understood this Privacy Policy.

You may print or save a copy of this policy for your own records using your browser's print or save function.

Website Owner and Contact Information

Business Name: Hypnotherapy Nelson

Owner: Kathy Hemi

Location: Nelson, New Zealand

Email: kathy@radiancecoaching.co.nz

Phone: 027 215 3775

Personal Information We May Collect

When you visit or interact with our website, we may collect certain types of personal information, either directly from you or automatically through website technologies and third-party services.

Depending on how you use the website, the information collected may include:

- First and last name.
- Email address.
- Telephone number.
- Country and postcode.
- Information you provide when completing website forms.
- Messages or other information shared when using our services.
- Website usage information and browsing activity.
- Cookies and session information.

- Browser type and device information.
- Unique device identifiers used for advertising and analytics.
- IP addresses and technical information relating to your device.
- Website interaction and visitor statistics.

Some information is provided voluntarily when you complete a form, make an enquiry, purchase a product or communicate with us. Other information may be collected automatically when you browse the website.

Where certain information is necessary to provide a requested service, failure to provide that information may affect our ability to respond to your enquiry or complete your request.

If you are unsure about what information we need or why it is collected, you are welcome to contact Kathy Hemi.

Cookies and similar tracking technologies may also be used by our website and selected third-party services to support website functionality, improve the visitor experience and provide information about website activity.

You are responsible for ensuring that any personal information belonging to another person that you share through this website has been provided with their permission.

How We Collect, Use and Store Your Information

How Information Is Processed

We take reasonable steps to protect the personal information we collect against unauthorised access, loss, misuse, alteration or disclosure.

Information may be processed electronically using computers, website platforms and other digital systems. Appropriate organisational and technical procedures are used to manage information in connection with the purposes described in this policy.

In some circumstances, information may be accessed by people or organisations involved in operating the website and providing our services. These may include administration, marketing, technical support, website hosting, payment processing, email services and other professional service providers.

Where necessary, third-party providers may process information on our behalf to help us operate the website and deliver services.

Further information about the third-party providers involved in processing your information can be requested by contacting Kathy Hemi.

Where Information Is Stored and Processed

Personal information may be stored and processed in New Zealand or in other countries where our website hosting providers, software platforms and third-party service providers operate.

Depending on the services used, your information may be transferred outside New Zealand.

Where information is processed or stored overseas, we take reasonable steps to ensure that appropriate safeguards are in place to protect your personal information.

How Long We Keep Your Information

We only retain personal information for as long as it is reasonably required for the purpose for which it was collected, unless a longer retention period is required or permitted by law.

Information relating to purchases, bookings or agreements may be retained for the period necessary to fulfil those arrangements and meet any applicable legal or record-keeping requirements.

Information collected for website analytics, marketing or other operational purposes may be retained for as long as it is needed for those activities.

Where information is no longer required, reasonable steps will be taken to securely delete or anonymise it.

Why We Collect Personal Information

We may collect and use personal information for a range of purposes associated with operating our website and providing our products and services.

These purposes may include:

- Responding to enquiries and communicating with visitors.
- Providing information about our services.
- Managing bookings, purchases and payments.
- Delivering products, programmes and downloadable resources.
- Maintaining customer and enquiry records.
- Processing online transactions.
- Improving website functionality and visitor experience.
- Understanding website traffic and visitor behaviour.
- Website analytics and performance reporting.
- Managing email communications.
- Preventing spam, fraud and unauthorised activity.
- Advertising and marketing activities.
- Measuring the effectiveness of advertising campaigns.
- Managing website hosting and technical services.
- Managing social media and external platform interactions.
- Meeting legal and regulatory obligations.
- Protecting our business, website and users.

More detailed information about how personal information is used may be available by contacting us directly.

Detailed Information About How We Use Personal Information

Depending on the features and services available through the website, personal information may be processed for the following purposes:

Advertising and Marketing

Information may be used to measure advertising performance, understand visitor interests and improve the relevance of marketing activities.

Website Analytics

Website usage information may be collected to understand how visitors interact with the website, which pages are visited and how the website performs.

Contacting You

Information such as your name, email address and telephone number may be used to respond to enquiries, provide requested information and communicate about services or purchases.

Online Payments

Where online payments are available, relevant payment information is processed through third-party payment providers.

Website Hosting and Maintenance

Technical information may be collected and processed to support website operation, security, maintenance and performance.

Cookies and Tracking Technologies

Cookies and similar technologies may be used to remember preferences, support website functions and gather information about website activity.

Social Media and External Platforms

If you interact with social media features or other external platforms linked to our website, certain information may be shared with those services in accordance with their own privacy policies.

Spam and Security Protection

Information may be processed to identify suspicious activity, prevent spam and protect the website against misuse.

Remarketing and Advertising Measurement

Where enabled, advertising services may use website activity to measure campaign performance or display relevant advertisements to previous website visitors.

Website Performance Testing

Website tools may be used to assess how visitors interact with different pages or features so that improvements can be made.

Not all of these activities will necessarily be used at all times. The information collected will depend on the website features, tools and services currently in operation.

Interest-Based Advertising and Opting Out

Some advertising services use cookies or similar technologies to display advertisements based on previous website activity or browsing behaviour.

You may be able to manage or opt out of interest-based advertising through the privacy settings offered by the relevant advertising platforms.

You can also manage cookies through your internet browser settings.

Please note that opting out of interest-based advertising does not necessarily mean you will stop seeing advertisements altogether. It may simply mean that advertisements are no longer personalised based on your browsing activity.

The Legal Basis for Collecting and Using Information

We only collect and process personal information where there is an appropriate reason to do so.

Depending on the circumstances, this may include:

- Where you have given permission for us to use your information for a particular purpose.
- Where information is required to provide a product or service you have requested.
- Where processing is necessary to meet a legal or regulatory obligation.
- Where information is required to protect our legitimate business interests.
- Where processing is necessary to protect the rights, safety or interests of another person.
- Where another lawful basis applies under relevant privacy legislation.

If you would like clarification about why particular information is collected or the legal basis for its use, please contact Kathy Hemi.

Further Information About Information Retention

Personal information is kept only for the period reasonably necessary to fulfil the purposes for which it was collected.

In general:

- Information relating to purchases, bookings or agreements may be retained for the duration of the arrangement and any applicable record-keeping period.
- Information collected for legitimate business purposes may be retained while it remains necessary for those purposes.
- Information collected with your consent may be retained until that consent is withdrawn, subject to any legal requirements to retain it.
- Information may need to be retained for longer where required by law or a lawful request from an authority.

Once information is no longer required, it will be securely deleted or anonymised where reasonably practicable.

Your Privacy Rights

You have certain rights regarding the personal information we hold about you under applicable privacy laws, including the New Zealand Privacy Act 2020.

Depending on the circumstances, these rights may include:

The Right to Access Your Information

You can request details of the personal information we hold about you and ask for a copy of that information.

The Right to Correct Your Information

If you believe that information we hold about you is incorrect, incomplete or out of date, you can request that it be corrected.

The Right to Withdraw Consent

Where we rely on your consent to use personal information, you can withdraw that consent at any time.

The Right to Request Deletion

You may request that your personal information be deleted where it is no longer required or where deletion is otherwise permitted by law.

Please note that some information may need to be retained to meet legal, financial or administrative obligations.

The Right to Object to Certain Uses

You may object to certain types of information processing, particularly where information is being used for direct marketing purposes.

The Right to Restrict Processing

In certain circumstances, you may request that we limit how your personal information is used.

The Right to Raise a Privacy Concern

If you believe your personal information has been handled incorrectly, you have the right to raise your concerns with us and, where appropriate, the relevant privacy authority.

Under New Zealand's Privacy Act 2020, you may also contact the Office of the Privacy Commissioner if you believe your privacy rights have been breached.

How to Request Access to or Correction of Your Information

If you would like to access, update or correct any personal information we hold about you, please contact Kathy Hemi using the contact details provided at the end of this policy.

We may need to confirm your identity before providing access to personal information to ensure that it is disclosed to the correct person.

You do not need to create an account with us to make a privacy request.

Requests will be handled in accordance with applicable New Zealand privacy legislation and responded to within the required legal timeframe.

Where a request cannot be fulfilled, we will explain the reasons, subject to any applicable legal requirements.

If we have shared information with third-party service providers, we will take reasonable steps to communicate relevant correction or deletion requests where required.

How We Respond to Privacy Requests

We aim to handle all privacy-related requests promptly and fairly.

If we need additional information to verify your identity or understand your request, we may contact you for clarification.

Where we are unable to comply with a request, we will explain the reasons where required by law and provide information about any available options for raising a concern.

We do not use personal information for unrelated purposes without an appropriate legal basis.

Where We Collect Personal Information

We may collect personal information directly from you or indirectly through your use of this website.

For example, information may be collected when you:

- Complete an enquiry or contact form.
- Request information about our services.
- Make a booking or purchase.
- Subscribe to communications.
- Send us an email or other message.
- Interact with website features or online resources.
- Browse the website and its pages.

Some information is also collected automatically through website technologies, such as cookies, analytics tools and technical system records.

We may also receive information from third-party service providers who assist with website operation, payment processing, marketing, analytics or other related services.

Your Privacy Choices

You can exercise your privacy rights by contacting us directly using the details provided in this policy.

Where available, you may also manage your preferences through website privacy settings, cookie controls or the settings provided by third-party advertising and analytics platforms.

We will not treat you unfairly simply because you choose to exercise your privacy rights.

Where a request requires identity verification, we will only use the information provided for that verification process and will not retain it longer than reasonably necessary for that purpose, unless required by law.

Additional Information About Data Collection and Processing

Legal Requirements

In certain circumstances, personal information may need to be disclosed where required by law, a court order or a lawful request from a government or regulatory authority.

Information may also be used where necessary to protect our legal rights or respond to legal proceedings arising from misuse of the website or related services.

Additional Information About Your Personal Data

If you would like further information about how your personal information is collected, stored or processed, you are welcome to contact Kathy Hemi.

We are happy to provide additional details about particular website services or the information collected through specific features.

Website Logs and Maintenance

For website operation, security and maintenance purposes, our website and certain third-party services may automatically collect technical information.

This may include IP addresses, browser details, device information, website activity and system logs.

This information helps identify technical problems, maintain website security and ensure the website continues to function correctly.

Information Not Covered in This Policy

If you have a question about how your personal information is handled that is not addressed in this policy, please contact us directly.

We can provide further information about our data collection and processing practices where required.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our website, services, technology or privacy obligations.

Any changes will be published on this page. We encourage you to review this policy periodically to stay informed about how your personal information is managed.

Continued use of the website following publication of an updated policy will be subject to the revised terms, to the extent permitted by law.

Contact Us

If you have any questions about this Privacy Policy, wish to access or correct your personal information, or have a concern about how your information is being handled, please get in touch.

Hypnotherapy Nelson

Contact: Kathy Hemi

Phone: 027 215 3775

Email: kathy@radiancecoaching.co.nz

Location: Nelson, New Zealand

We value your privacy and will do our best to respond to your enquiry and address any concerns.

Last updated: November 2026