



HIDDEN HEALING

TERMS OF BUSINESS | PRIVACY POLICY

Last Updated December 2025

TERMS AND CONDITIONS OF USE

Introduction

Welcome to Hadden Healing, www.haddenhealing.com. By using this Website, you agree to the following terms and conditions, which govern your use of our services. Please review these terms carefully, as they affect your legal rights. By accessing or interacting with this Website for the first time, you acknowledge that you agree to comply with and be bound by these terms.

When you make a booking, either written or verbal, accepted by Hadden Healing, you also agree to the terms outlined here. Bookings are considered a binding agreement for one of the treatments or services offered on the website, subject to these terms and conditions.

If you do not agree to these terms and conditions, we kindly ask you to stop using the Website immediately. Please note that these terms may be updated or revised at any time without prior notice. For questions or clarifications, feel free to reach out via email at info@haddenhealing.com. We encourage you to revisit this page regularly to stay informed about updates to our Terms of Service.

Access to this Website is provided on a temporary basis. Hadden Healing reserves the right to modify, suspend, or withdraw services and offerings without prior notice. We are not responsible for any temporary unavailability of the Website and may occasionally restrict access to certain parts or all of the platform.

To use this Website, you must be at least 18 years old. By accessing the Website and consenting to these terms, you confirm that you meet this age requirement

Intellectual Property and Acceptable Use

All content available on this Website is the exclusive property of Hadden Healing. "Content" refers to any text, graphics, images, audio, video, software, data compilations, page layouts, underlying code, or any other type of information stored within this Website. By using the Website, you acknowledge that this Content is protected under copyright, trademark, database rights, and other intellectual property laws and treaties worldwide. All rights to this material are reserved by Hadden Healing.

General Terms

We may update these terms and conditions periodically. The revised terms will take effect from the date they are published on the Website. It is your responsibility to review these terms regularly to stay informed of the current version.

Prohibited Use

You are prohibited from using the Hadden Healing Website or its services for any of the following purposes:

- Engaging in any activity that is harmful, unlawful, abusive, harassing, threatening, illegal, or otherwise objectionable, or that violates any applicable law, regulation, or governmental order.
- Committing an offense that breaches the above provisions, which may constitute a criminal act. Any such violations will be reported to the appropriate legal authorities, and your identity will be disclosed to them as necessary.

Registration

1. Personal Information - During your treatment consultation, we will collect personal information essential for building a strong client-practitioner relationship and for customizing your treatments. Rest assured, this information is strictly confidential and will only be updated as per your guidance to ensure its accuracy.

2. Medical Concerns – Hadden Healing self-empowerment sessions and reiki treatments are complementary therapies and are not a replacement for professional medical diagnosis or treatment. Clients will never be encouraged to stop, alter, or reduce their medical treatments or prescribed medications without prior consultation with their GP or specialist. It is your responsibility to consult with your GP before beginning any sessions and/or treatments with us.

3. Sensitive Information - At times, sessions may address personal challenges, professional concerns, or general life situations. All shared information is strictly confidential, except in circumstances where withholding it could result in harm to you or others. Please note that practitioners are legally obligated to inform authorities if there is a risk to your safety or that of the public. Additionally, as part of professional supervision for registered practitioners, aspects of your case may be discussed anonymously, ensuring your identity remains protected and confidential.

Terms of Sale

1. Order Placement - By placing an order, you agree to these terms and conditions. All treatments and services are subject to availability and confirmation of the price at the time of booking.

2. Pricing - Our treatment and service prices are subject to change without prior notice. For workplace Self-Empowerment and/or Reiki sessions, please ensure a quiet and suitable space is arranged and agreed upon in advance.

3. Payments - Payments can be made via PayPal or bank transfer in advance of your treatment. Please note that treatments cannot proceed without full payment. For online payments, kindly use your full name as the reference for identification purposes.

4. Right of Refusal – Hadden Healing reserves the right to decline any request or booking. If your booking is accepted, we will confirm this via email. By placing an order, you confirm that the details you provided are accurate, that you are authorised to use the PayPal or bank account for payment, and that sufficient funds are available to cover the costs of the service. Please be aware that all advertised prices are subject to change.

Cancellation Policy

1. All treatments require full payment at time of booking. If the appointment is cancelled less than 24 hours before appointment time an alternative appointment time will be offered. If this is not viable or no show occurs, then only 75% of the full amount paid will be refunded.
2. Appointment changes made with at least 24 hours' notice will not incur any charges.
3. In cases of emergencies, we may waive charges for missed or rescheduled appointments at our discretion. Changes or rebooking's within 24 hours of the scheduled appointment will only be accommodated under exceptional circumstances.

Late or Early Arrivals

1. For in-person treatments: Please try to arrive 10 minutes before appointment time to allow for access to the car park and building. If you arrive late, your practitioner will provide the best possible service within the remaining time, but the session will still end at the originally scheduled time, with no fee adjustments.
2. For distant treatments: Please inform asap in event of being late.

Refusal of Treatment

I reserve the right to refuse or discontinue a treatment at any time. Situations that may warrant this include, but are not limited to:

1. The client is under the influence of alcohol or recreational drugs.
2. Recent surgery where treatment is not advisable.
3. Inappropriate or offensive behavior by the client.
4. The client is unwell, e.g., fever, digestive upset, allergic reaction, seizure, or fainting.
5. Medical contraindications to therapy, which will be addressed during the consultation.
6. Situations requiring prior GP consent for treatment.
7. Circumstances related to COVID-19 restrictions.
8. For clients under 18: Minors are welcome to receive treatment but must be accompanied by a parent or legal guardian. Written consent will be required, and the guardian must remain present throughout the session.

Guarantees

Several complex factors can influence the success of individual therapy. While the majority of clients typically experience benefits, it is important to understand that no guarantees can be made regarding the success or resolution of a condition or its treatment.

If you wish to make a complaint about a registered practitioner, this must be done through the CNHC website in accordance with their guidelines. Should you encounter an upsetting experience or feel uncomfortable during any treatment, please refer to the aftercare information provided. It's important to note that addressing certain issues may initially make you feel worse; however, this is a natural part of the healing process, and these feelings tend to improve as your therapy progresses.

Your emotions are valid and often tied to your perception of past experiences. Therapy operates within mutually agreed boundaries, and you will receive a copy of these guidelines for your reference to ensure clarity and trust throughout the process.

The aftercare sheet serves as a helpful tool for you to document each session. If you ever feel unable to discuss an issue directly with your practitioner, you can email the form to them. This ensures they are aware of your concerns, allowing for swift resolution and continued progress in your therapy journey.

Remote Working

Remote appointments/distant treatments can be conducted with or without the use of an online platform. If we agree to use an online platform for the session, the following safeguarding measures must be adhered to:

1. **Protecting Your Personal Information:** Your privacy and security are our priority. Zoom is one of the most reliable platforms and is nearly GDPR-compliant. If you don't already have Zoom installed, you can download it here: <https://zoom.us/download>.
2. **Contact Information:** Please keep your mobile phone and landline on silent during the session. However, your practitioner will need your mobile number to contact you via text in case of a technical issue.
3. **Internet Connection:** Ensure your internet connection is stable and fast enough to support the session. This will help maintain a smooth and uninterrupted experience.
4. **Limited Wi-Fi Usage:** To optimize reception, make sure no other devices or applications are heavily using your Wi-Fi during the session. This includes streaming apps, mobile devices, TV, or other users connected to your network.
5. **Wi-Fi and Data Settings:** Check that your Wi-Fi signal is strong in the room you'll be using. If necessary, switch to mobile data for a more reliable connection.
6. **Session Timing:** Set an alarm on your phone to go off at the specified time after your appointment starts. This will ensure you are fully aware and present, even in the event of a technical issue.
7. **Visibility:** Make sure your practitioner can see you clearly throughout the appointment. Proper visibility is essential for a seamless session.
8. **Device Stability:** Position your device securely on a stable surface. Avoid holding it in your hand or placing it in an unstable position to prevent interruptions or distractions.

Terms and Conditions:

All Hadden Healing sessions and agreements are governed by the laws of England and Wales. Any disputes (including non-contractual claims) will fall under the exclusive jurisdiction of the English and Welsh courts.



HADDEN HEALING

Privacy Policy

At Hadden Healing, we value your privacy. This statement outlines how we comply with UK & European Union data protection regulations, including the General Data Protection Regulation (GDPR). It applies to our website and booking system. Please note that we may update this Privacy Policy from time to time without prior notice. We encourage you to check this page periodically to ensure you're aware of any changes.

Information We Collect:

1. For bookings, we collect your name, age, gender, phone number, mailing address, and email address.
2. During consultations, we may request information about your personal or professional interests, lifestyle, health conditions, and overall well-being. This helps us provide tailored services to meet your needs. Rest assured, this information will never be shared or used for marketing purposes.
3. We may also document feedback and details from your treatment plan to better serve you.

Your information is securely stored in accordance with the [General Data Protection Regulation \(GDPR\)](#).

How We Use Your Information:

1. To maintain accurate internal customer records.
2. To continuously improve our products and services.
3. To follow up with customers after treatments via email, phone, or mail as part of our customer care process.
4. To communicate about specific bookings or respond to inquiries made through our website.
5. With your consent or where a legitimate interest exists, we may send promotional emails about new services, treatments, special offers, or other updates we think might interest you.

Your Rights Under GDPR:

The GDPR grants you several rights regarding your personal data. We are committed to upholding these rights, which include:

- **The right to be informed:** Know how your data is collected, stored, and used.
- **The right of access:** Request access to the information we hold about you (Subject Access Request).
- **The right to rectification:** Request corrections to inaccurate or incomplete data.
- **The right to erasure:** Request that we delete your data from our records.
- **The right to restrict processing:** Allow data storage but restrict its use for processing.
- **The right to data portability:** Transfer your data to another organization, if needed.
- **The right to object:** Object to data processing based on legitimate interests.
- **Rights related to automated decision-making:** Opt-out of decisions made solely by automated processes.

For more details about your rights, please visit the [Information Commissioner's Office \(ICO\)](#) website.

How We Protect and Share Your Data:

Your personal information will never be sold or shared with other organizations for marketing purposes. We will only share your data if required by law or to trusted partners who provide services on our behalf, such as IT specialists or mailing houses. We carefully select partners who comply with the Data Protection Act and maintain strict confidentiality standards.

Your Right to Complain:

If you have concerns about how we handle your data, you can file a complaint with the Information Commissioner's Office (ICO), the UK's data protection authority. We also welcome your feedback and will strive to address any issues promptly.

If you wish to withdraw your consent or make changes to how we use your information, you can contact us at any time via email or by writing to:

Data Protection Officer,
Hadden Healing
Email: info@haddenhealing.com,

If you believe any information, we hold about you is incorrect or incomplete, please let us know as soon as possible at the above address. We will promptly correct any inaccuracies.

If you have any questions about this Privacy Policy or would like a printed copy, please email us at info@haddenhealing.com.