



## Privacy Policy

We are committed to safeguarding the privacy of our website visitors and service users.

- This policy applies where we are acting as a data controller with respect to the personal data of our website visitors and service users; in other words, where we determine the purposes and means of the processing of that personal data.

- In this policy, "we", "us" and "our" refer to Feel Better Nutrition Ltd.

- We are required to make you aware of the following:

- Which information we keep about you and for how long.
- The reasons for that information being stored.
- Whom your information is shared with.

- As a client who consents to a nutritional therapy consultation, we require the following information from you:

- Medical and nutritional history/symptoms questionnaire.
- Consent to consultations.
- Dietary history or a food diary.
- Medical or nutrient test results.
- You may have to give us letters from other health practitioners, including your doctor.
- Contact details such as email, address and telephone.

- This data is required so that the practitioner is able to make an assessment of your health from a nutritional perspective and put together a consultation plan for you. The practitioner requires this information over the course of your life as a client in order to provide the service of nutritional therapy. If you discontinue your nutritional therapy sessions, the practitioner is officially required to keep records for at least 7 years following the last occasion on which consultation support was given. In the case of treatment to minors, records are kept for at least 7 years after they reach the age of 18 years old.

- Over time and during the course of your consultations with the practitioner, you may be asked to supply additional health information that is relevant to the progression of your nutritional therapy support.

- Your personal information is securely stored and protected. It is never shared with third parties. If you give consent to sharing information with another qualified and registered health practitioner (such as a private doctor), then your prior consent is required. We never share your personal information with your GP unless you would wish us to.

- If you have made an appointment or payment through our booking software Timely, this information is also stored securely and required only for the purposes of appointment administration and fee collection. The booking system holds data such as email and other contact details, as this is required in order to administrate your booking and notify you of an appointment or appointment changes. This data is transferred internationally to Timely's servers in the US, however, there is a contract in place between us and them to provide safeguards for your data.

- If you have conducted laboratory tests, your results will be shared with the practitioner only. The individual laboratories are all GDPR compliant. Results are stored on secured and protected systems. Results are shared with the practitioner through secure or protected systems. Results are never shared with your GP unless you give consent.



# *Feel Better* NUTRITION

Private Nutritional Therapy Consultations

Practitioner & Director: Lorna Driver-Davies, BA (hons), HD, DHNP, CNHC, mNNA

2

- You will be asked for your consent, before adding your details to any mailing lists or a 'blog' style communication system. This is different to personal or 1-1 email correspondence between you and the practitioner.
- You have the right at any time to access, correct and delete your data. You are also able to withdraw your consent to the processing of your data, however, this will affect the service that you are able to receive from us. As the practitioner, Lorna Driver-Davies has the right to decline deleting data, for the establishment and exercise or defence of legal claims. If the information is deleted, Lorna Driver-Davies would be in breach of her insurance policy wording conditions.
- If you are unhappy with how we handle your data, you can connect the Information Commissioners Office to raise a complaint.
- Feel Better Nutrition Ltd is registered in England and Wales. Our company registration number is 07048648. Our contact address is Flat 4 Saks House, 19 Ship Street, Brighton, BN1 1AD. Company Director, Miss Lorna Driver-Davies.
- If you have any questions about any of these points, please do not hesitate to contact us.

2