



## Privacy Policy for Laila Charlesworth Nutrition

If you are a client, then Laila Charlesworth Nutrition holds some information about you. This document outlines how that information is used, who we may share that information with and how we keep it secure. This notice does not provide exhaustive detail. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the business via our email [hello@lailacharlesworth.co.uk](mailto:hello@lailacharlesworth.co.uk).

We keep our Privacy Notice under regular review and this Privacy Notice was last reviewed in January 2020.

### What We Do

As part of our business, we provide nutritional advice services to clients to improve their health through diet and lifestyle interventions. We focus on preventative healthcare, the optimisation of physical and mental health and chronic health conditions.

Through nutritional consultations, dietary and lifestyle analysis and testing, we aim to understand the underlying causes of your health issues which we will seek to address through personalised dietary advice, relevant nutritional supplements and lifestyle advice.

### How We Obtain Your Personal Data

#### ***Information provided by you***

You may be providing us with personal data in the following ways:

- By completing a questionnaire regarding your current health status, concerns, lifestyle and eating habit.
- By signing a terms of engagement form on the questionnaire
- During a nutrition consultation
- Through email, over the telephone or by post
- By taking online payments

This may include the following information:

- basic details such as name, address and contact details
- details of contact we have had with you such as r appointment requests
- health information including your previous medical history, dietary, lifestyle, supplement and medicine details, clinic notes and health improvement plans
- GP contact information



We use this information in order to provide you with direct healthcare. This means that the legal basis of our holding your personal data is for legitimate interest.

Following completion of your healthcare we safely retain your personal data for the period defined by our professional association, the Association for Nutrition.

### **How we use your personal data**

We act as a data controller for use of your personal data to provide direct healthcare.

We act as a data controller and processor in regard to the processing of credit card and online payments.

We undertake at all times to protect your personal data, including any health and contact details, in a manner which is consistent with our duty of professional confidence and the requirements of the General Data Protection Regulation (GDPR) concerning data protection.

We will also take reasonable security measures to protect your personal data storage.

We may use your personal data where there is an overriding public interest in using the information e.g. in order to safeguard an individual, or to prevent a serious crime. Also, where there is a legal requirement such as a formal court order.

We may use your data for marketing purposes such as newsletters but this would be subject to you giving us your express consent. This is achieved through you signing up to our mailing lists via the website.

### **Do you share my information with other organisations?**

We keep information about you confidential. We do not share information with other organisations.

We will seek your express consent before sharing your information with your GP or other healthcare providers. However, if we believe that your life is in danger then we may pass your information onto an appropriate authority (such as the police, social services in the case of a child or vulnerable adult, or GP in case of self-harm) using the legal basis of vital interests.



## What are your rights?

Every individual has the right to see, amend, delete or have a copy, of data held that can identify you, with some exceptions. You do not need to give a reason to see your data.

If you want to access your data you must make a subject access request in writing to Laila Charlesworth Nutrition. We shall respond within 20 working days from the point of receiving the request and all necessary information from you.

Our response will include the details of the personal data we hold on you including:

- Sources from which we acquired the information
- The purposes of processing the information
- Persons or entities with whom we are sharing the information

You have the right, subject to exemptions, to ask to:

- Have your information deleted
- Have your information corrected or updated where it is no longer accurate
- Receive a copy of your personal data, which you have provided to us, in a structured, commonly used and machine readable format and have the right to transmit that data to another controller, without hindrance from us.
- Object at any time to the processing of personal data concerning you

We do not carry out any automated processing, which may lead to automated decision based on your personal data.

If you would like to invoke any of the above rights then please write to the Data Controller by email at [hello@lailacharlesworth.co.uk](mailto:hello@lailacharlesworth.co.uk)

## How do I know my data is safe?

As with all those in the health sector, we have to follow the common law duty of confidence, which means that where identifiable information about you has been given in confidence, it should be treated as confidential and only shared for the purpose of providing direct healthcare. We will protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared.



We also ensure the information we hold is kept in secure locations and restrict access to information to authorised personnel only and protect personal and confidential information held on equipment such as laptops.

We ensure external data processors that support us are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

### **How long do you hold confidential information for?**

All records held by Lily Soutter Nutrition will be kept for the duration specified by guidance from our professional association, the Association for Nutrition

### **Website Cookies**

We do not make use of cookies to collect any private or personally identifiable information. The technical platform of this website uses cookies solely to aid the proper technical functioning of the website. The cookies used contain random strings of characters alongside minimal information about the state and session of the website – which in no way collects or discloses any personal information about you as a visitor.

Advanced areas of this site may use cookies to store your presentation preferences in a purely technical fashion with no individually identifiable information. Note also our statement on analytics software below – as analytics software also uses cookies to function.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org)

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

### **Analytics**

Like most websites, we make use of analytics software in order to help us understand the trends in popularity of our website and of different sections. We make no use of personally identifiable information in any of the statistical reports we use from this package. We use an analytics package called Google Analytics who provide details of their privacy policy on the Google website.



## **Complaints**

If you have a complaint regarding the use of your personal data then please contact us by writing to the Data Controller at [hello@lailacharlesworth.co.uk](mailto:hello@lailacharlesworth.co.uk) and we will do our best to help you.

If your complaint is not resolved to your satisfaction and you wish to make a formal complaint to the Information Commissioner's Office (ICO), you can contact them on 01625 545745 or 0303 1231 113.