

Carrie Smith Nutrition

TERMS and CONDITIONS:

Prior to the first consultation you will be asked to complete a health questionnaire and food/lifestyle diary. You are required to complete these forms and send them back to the office at least 3 working days prior to your booked session. Failure to complete the forms or send them back in sufficient time (at least 3 working days before the appointment) may result in cancellation of your appointment and we withhold the right to charge you for 50% of your appointment fee.

Cancellation

Cancellation can be made with a full refund up to 48 hours prior to consultation, between 48 and 24 hours prior to consultation, a 50% refund will be made, and after 24 hours prior to consultation no refund will be given.

Payment

Payments for consultations and packages are payable upon booking. Payment must be made by bank transfer or via PayPal on booking.

PRIVACY NOTICE:

Carrie Smith 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. We are happy to provide any additional information or explanation needed. Any requests for this should be sent to carrie@carriesmithnutrition.com. We keep our Privacy Notice under regular review. This Privacy Notice was last reviewed in October 2021.

1. What We Do

Carrie Smith Nutrition provides nutrition coaching to clients to support their health and wellbeing through diet and lifestyle interventions.

2. How We Obtain Your Personal Data

Information provided by you

You provide us with personal data in the following ways:

By completing a nutrition coaching questionnaire

By signing a terms of engagement form

During a nutrition consultation

Through email, over the telephone, by text or WhatsApp or by post

By taking credit card and online payment

This may include the following information:

basic details such as name, address, contact details and next of kin

details of contact we have had with you such as referrals and appointment requests

health information including your previous medical history, dietary, lifestyle, supplement and medicine details,

clinic notes and client recommendations

GP contact information

Bank details

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 retain your personal data for the period defined by our professional association BANT and registrant body, Complementary and Natural Healthcare Council (CNHC). This enables us to process any complaint you may make. In this case the legal basis of our holding your personal data is for contract administration.

3. 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.

4. Do you share my information with other organisations?

We will keep information about you confidential. We will only disclose your information with other third parties with your express consent with the exception of the following categories of third parties:

Any legal or crime prevention agencies and/or to satisfy any regulatory request if we have a duty to do so or if the law allows us to do so

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.

We may share your case history in an anonymised form with our peers for the purpose of professional development. This may be at clinical supervision meetings, conferences, online forums, and through publishing in medical journals, trade magazines or online professional sites. We will seek your explicit consent before processing your data in this way.

5. 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 carrie@carriesmithnutrition.com. Under special circumstances, some information may be withheld. 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.

6. What safeguards are in place to ensure data that identifies me is secure?

We only use information that may identify you in accordance with GDPR. This requires us to process personal data only if there is a legitimate basis for doing so and that any processing must be fair and lawful.

Within the health sector, we also 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, restrict access to information to authorised personnel only, protect personal and confidential information held on equipment such as laptops with encryption (which masks data so that unauthorised users cannot see or make sense of it). 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.

7. How long do you hold confidential information for?

All records held by Carrie Smith Nutrition will be kept for the duration specified by guidance from our professional association BANT.

8. Website technical details

Forms

We do use electronic forms on our website making use of an available 'forms module' which has a number of built-in features to help ensure privacy. We also aim to use secure forms where appropriate.

In compliance with EU legislation, the following lists the use of cookies on this web site:

ACCEPT COOKIES

This is used to store whether you have agreed to receive cookies. Persistent for one year.

GOOGLE ANALYTICS

These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

Cookies are small. 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

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

9. 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.

10. Complaints

If you have a complaint regarding the use of your personal data then please contact us by email at carrie@carriesmithnutrition.com and we will do our best to help you.