

Terms of Use

All content provided on this website is for information only. Stephanie Daniels Nutrition makes no representations as to the accuracy or completeness of any information on this site or found by following any links on this site. Stephanie Daniels Nutrition will not be liable for any errors or omissions in this information nor for the availability of this information. Stephanie Daniels Nutrition will not be liable for any losses, injuries, or damages from the display or use of this information

Privacy Policy

1. Introduction

This Privacy Notices sets out how Stephanie Daniels Nutrition uses and protects any information collected when you use this website or use the services of Stephanie Daniels Nutrition. This notice does not provide exhaustive detail. However, we are happy to provide any additional information or explanation needed. Requests for this should be sent to stephanie@stephaniedaniels.co.uk. We keep our Privacy Notice under regular review. This Privacy Notice was last reviewed in March 2019.

2. What We Do

Stephanie Daniels Nutrition provides nutritional therapy 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 therapy consultations, dietary and lifestyle analysis and biochemical testing, we aim to understand the underlying causes of your health issues which we will seek to address through personalised dietary therapy, nutraceutical prescription (supplements) and lifestyle advice.

3. How We Obtain Your Personal Data

Information provided by you

You provide us with personal data in the following ways:

- by completing a nutritional therapy questionnaire
- by signing a terms of engagement form
- during a nutritional therapy consultation
- through email, over the telephone 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, biochemical test results, clinic notes and health improvement plans
- GP contact information
- bank details.

We use this information 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, the British Association for Applied Nutrition and Nutritional Therapy (BANT), and registrant body, the 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.

Information we get from other sources

We may obtain sensitive medical information in the form of test results from biochemical testing companies. We use this information to provide you with direct healthcare. This means that the legal basis of our holding your personal data is for legitimate interest.

We may obtain sensitive information from other healthcare providers. The provision of this information is subject to you giving us your express consent. If we do not receive this consent from you, we will not be able to coordinate your healthcare with that provided by other providers which means the healthcare provided by us may be less effective.

4. How we use your personal data

We act as a data controller for use of your personal data to provide direct healthcare. We also act as a controller and processor regarding the processing of your data from third parties such as testing companies and other healthcare providers. We act as a data controller and processor regarding the processing of credit card and online payments.

We undertake always 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. to safeguard an individual, or to prevent a serious crime, or 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.

5. 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:

- our registrant body, CNHC, and our professional association, BANT, for the processing of a complaint made by you
- any contractors and advisors that provide a service to us or act as our agents on the understanding that they keep the information confidential
- anyone to whom we may transfer our rights and duties under any agreement we have with you
- any legal or crime prevention agencies and/or to satisfy any regulatory request (eg, CNHC) if we have a duty to do so or if the law allows us to do so.

We may share your information with supplement companies and biochemical testing companies as part of providing you with direct healthcare. We will not include any sensitive information

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.

6. 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 to stephanie@stephaniedaniels.co.uk. 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 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
- ask us to stop processing information about you where we are not required to do so by law or in accordance with the BANT and CNHC guidelines.
- 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 data 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 decisions based on your personal data.

If you would like to invoke any of the above rights, then please email the Data Controller at stephanie@stephaniedaniels.co.uk.

7. 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.

Stephanie Daniels Nutrition is registered with the Information Commissioner's Office (ICO) as a data controller and collects data for a variety of purposes. A copy of the registration is available through the ICO website (search by business name).

8. How long do you hold confidential information for?

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

9. Website technical details

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

10. Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website, to personalise advertisements and to analyse the website traffic. The information we obtain from our use of cookies does not identify you personally.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- Strictly necessary cookies enable core functionality such as page navigation. The website cannot function properly without these cookies and can only be disabled by changing your browser preferences.
- Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- Social sharing cookies. We use some social sharing plugins, to allow you to share certain pages of our website on social media. These plugins place cookies so that you can correctly view how many times a page has been shared.
- Facebook pixel tracker cookies. These are used to track traffic to this website in order to provide relevant Facebook advertisements.

In most cases we will need your consent in order to use cookies on this website. The exception is where the cookie is essential in order for us to provide you with a service you have requested.

There is a notice on our home page which describes how we use cookies and which also provides a link to our website privacy policy. If you use this website after this notification has been displayed to you, we will assume that you consent to our use of cookies for the purposes described in this website cookie policy and our website privacy policy.

Third party cookies

We work with third party suppliers who may also set cookies on our website. These third party suppliers are responsible for the cookies they set on our site. If you want further information please go to the website for the relevant third party.

Cookie Name	Description
civicAllowCookies, civicShowCookieIcon, necessary, analytics	Cookie Control cookies. These cookies are set in order to remember cookie preferences.
__utma, __utmb, __utmc, __utmc, ga, gat, gid	Google Analytics: We use Google Analytics to monitor traffic levels, search queries and visits to this website. Google Analytics stores IP address anonymously on its servers in the US, and neither CIVIC nor Google associate your IP address with any personally identifiable information. These cookies enable Google to determine whether you are a return visitor to the site, and to track the pages that you visit during your session. These cookies are set only after the user has given consent to us to use cookies.
__atuvc, __atuv	These cookies are used from AddThis social sharing widget in order to make sure you see the updated count when you share a page.

How to turn off cookies

If you do not want to accept cookies, you can change your browser settings so that cookies are not accepted. If you do this, please be aware that you may lose some of the functionality of this website. For further information about cookies and how to disable them please go to the Information Commissioner's webpage on cookies: <https://ico.org.uk/for-the-public/online/cookies/>.

11. Complaints

If you have a complaint regarding the use of your personal data then please email stephanie@stephaniedaniels.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 1231113.

Stephanie Daniels Nutrition is a trading name of Stephanie Daniels Limited, registered in England and Wales 10166287.

Version 2. 18 April 2019. Updated section on Cookies.