

The Family Dietitian is committed to safeguarding your privacy. This Privacy Statement explains how I collect, use, disclose, and protect your personal information in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## 1. Who I Am

I am Nicola Methold, a sole trader and British Dietetic Association (BDA) registered dietitian providing dietary consultation services in the UK.

## 2. What Information I Collect

I may collect personal information necessary to deliver services to you, including:

- **Personal Details:** Name, date of birth, address, contact information (phone number, email).
- **Health Information:** Medical history, dietary needs, allergies, and related data.
- **Payment Information:** Payment processing is securely handled via Stripe.com, a third-party payment processor. Stripe's privacy practices are governed by their own Privacy Policy, available at <https://stripe.com/gb/privacy>. I do not store or have direct access to your full payment information.

## 3. How I Collect Information

I collect your information through:

- Initial and follow-up consultations.
- Forms completed by you (online or paper-based).
- Communication via phone, email, or other channels.

## 4. Why I Collect Your Information

Your information is collected for the following purposes:

- To provide tailored dietetic services.
- To communicate about appointments, recommendations, and services.
- To comply with legal and professional obligations.

## 5. Lawful Basis for Processing

The lawful bases for processing your data include:

- **Consent:** Where you have given explicit consent for me to collect and use your health information.
- **Contract:** To provide services as agreed.
- **Legal Obligation:** To meet regulatory or professional requirements.

## **6. How I Protect Your Information**

I take appropriate technical and organisational measures to protect your data, including:

- Secure storage of electronic records (e.g., encrypted devices and software).
- Locked filing systems for paper records.

## **7. Disclosure of Information**

I do not share your information with third parties unless:

- You provide explicit consent.
- It is necessary for your care (e.g., sharing relevant details with your GP or other healthcare professionals).
- It is required by law.

## **8. Your Rights**

Under the UK GDPR, you have the right to:

- Access your personal information.
- Rectify inaccurate or incomplete information.
- Request erasure of your data (subject to legal and professional obligations).
- Restrict or object to data processing.
- Lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data has been mishandled.

## **9. Data Retention**

Your information will be retained for as long as necessary to deliver services and comply with legal obligations. Health-related records are generally kept for at least 8 years, as per professional guidelines.

## **10. Contact Information**

If you have any questions about this Privacy Statement or wish to exercise your rights, please contact me at:

## **11. Changes to This Privacy Statement**

This Privacy Statement may be updated from time to time to reflect changes in legal requirements, guidance, or operational practices. The most recent version will always be available upon request or on my website.

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