

How we use cookies

Our website may use cookies and similar technologies that are necessary for the website to function correctly, securely and efficiently.

Where we use cookies or similar technologies that are not strictly necessary, we will provide clear information about their purpose and, where required, give you appropriate choices about whether they are used.

Privacy Policy

Who we are

Single Step Nutrition is the trading name of Rebecca Wilson, a sole trader.

For the purposes of UK data protection law, Rebecca Wilson trading as Single Step Nutrition is the data controller responsible for the personal information described in this Privacy Policy.

If you have any questions about how your personal information is used, please contact us using the detail below.

Contact and regulatory information

If you have any questions about this Privacy Policy or how your personal information is used, you can contact Single Step Nutrition by:

Email: privacy@singlestepnutrition.com

Telephone: 07985 178994

Single Step Nutrition is registered with the Information Commissioner's Office (ICO), registration reference **ZA475647**.

We keep this Privacy Policy under regular review and may update it from time to time to reflect changes in our services, how we use personal information, or relevant legal requirements.

Where appropriate, we will let you know about significant changes to this Privacy Policy.

How we collect personal information

Single Step Nutrition treats the protection of personal data very seriously and we take appropriate measures to safeguard privacy. Our Data Privacy Policy explains how we manage and protect personal data, including how we collect and process it.

We may obtain your personal data in the following ways:

- in conversation or in writing
- electronically via e-mail, our website or in social media
- via your completing a food diary and pre-consultation form
- by your signing our terms of engagement form
- during a nutritional therapy consultation.

What personal information we collect

The information we collect depends on how you interact with Single Step Nutrition.

Website visitors and enquiries

If you contact us through our website, by email, telephone or social media, we may collect information such as:

- your name;
- your email address;
- your telephone number, if you choose to provide it;
- the content of your enquiry or message;
- information about how you use our website, where applicable.

We use this information to respond to your enquiry, provide information about our services and communicate with you about anything you have asked us about.

We do not ask you to provide detailed medical or health information through our general website enquiry form.

Clients receiving nutrition services

If you decide to become a client, we may need to collect additional information so that we can understand your circumstances and provide appropriate nutrition support.

This may include:

- your contact details;

- information about your health, symptoms and medical history;
- details of medication and supplements;
- allergies and food intolerances;
- dietary habits and food diaries;
- lifestyle information relevant to your nutrition programme;
- information provided during consultations;
- consultation notes;
- nutrition plans, meal plans and recommendations;
- records of appointments, communications and payments.

Some of this information relates to your health and is classed as special category personal data. Please see the section **Health and Special Category Data** for more information about how we use and protect this information.

Why and How We Use Personal Data

We use personal information only where we have a lawful reason to do so and only for the purposes described in this Privacy Policy.

We take appropriate technical and organisational measures to protect the personal information we hold, including health and contact information.

Legal basis for processing personal information

Under UK data protection law, we must have a lawful basis for using your personal information. The lawful basis we rely on will depend on why we are using your information.

We may rely on the following lawful bases:

Contract – where processing your personal information is necessary to provide a service you have asked us for, or to take steps at your request before entering into a contract. This may include arranging consultations, providing nutrition programmes and communicating with you about the services you have requested.

Legitimate interests – where processing is necessary for the legitimate operation of Single Step Nutrition and those interests are not overridden by your rights and freedoms. This may include responding to enquiries, maintaining business records, improving our services and protecting the security of our website and business systems.

Consent – where we have specifically asked for your consent to use your personal information for a particular purpose. Where we rely on consent, you can withdraw it at any time.

Legal obligation – where we need to process or retain personal information in order to comply with a legal or regulatory requirement.

Where we process information about your health, medical history, medication or other health-related information, additional rules apply because this is classed as special category data. Please see the section below on Health and Special Category Data.

Health and Special Category Data

As part of providing naturopathic nutrition services, we may need to collect and use information about your health. This may include information about your symptoms, medical history, medication and supplements, dietary habits, food intolerances or allergies, and notes made during consultations.

Information about your health is classed as **special category personal data** under UK data protection law and is given additional protection.

We will only collect health information that is relevant and necessary for the nutrition services we provide.

Where we need to use your health information in order to provide a service you have requested, our lawful basis under Article 6 of the UK GDPR may be that the processing is necessary for the performance of our contract with you, or to take steps at your request before entering into that contract.

In addition, we rely on your **explicit consent** under Article 9 of the UK GDPR to process your health information. We will ask you to clearly confirm this consent, for example when completing your client or pre-consultation documentation.

You can withdraw your consent to the processing of your health information at any time. However, if we need that information in order to provide nutritional support safely and appropriately, withdrawing your consent may mean that we are no longer able to provide some or all of our services to you.

We take appropriate measures to keep health information confidential and secure and will only share it where necessary, where you have authorised us to do so, or where we are required or permitted by law.

Whom we share personal information with

We do not sell or rent your personal information to third parties.

We may share personal information with trusted third parties where this is necessary to operate Single Step Nutrition or provide services to you. These may include:

website, email and IT service providers;

booking, scheduling or client-management providers;

providers that host or securely store client forms, records or consultation information;

accountants, bookkeepers or other professional advisers;

payment providers, where payments are processed electronically;

healthcare professionals or other practitioners where you have asked us, or given us permission, to share relevant information;

insurers, regulators, courts, law-enforcement bodies or other authorities where we are legally required or permitted to provide information.

Where a third-party processes personal information on our behalf, we require them to handle that information securely and only for the purposes for which it has been provided.

We will only share the personal information that is necessary for the relevant purpose and will take appropriate steps to ensure it is shared securely.

International transfers

Some of the service providers we use may store or process personal information outside the United Kingdom.

Where personal information is transferred outside the UK, we will take appropriate steps to ensure that it continues to receive a level of protection consistent with UK data protection law, including using appropriate safeguards where required.

Protecting your Data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those third parties who genuinely need it. Processors we appoint will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by

this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Data retention periods

We keep personal information only for as long as it is reasonably necessary for the purposes for which it was collected, including to meet any legal, regulatory, accounting or professional requirements.

As a general guide:

- information relating to general enquiries will normally be retained for up to **12 months** after our last contact, unless you subsequently become a client;
- client records, including consultation notes, health information, food diaries and nutrition plans, will normally be retained for up to **8 years after your last consultation**;
- financial and transaction records will normally be retained for **6 years**, where required for accounting and tax purposes;
- marketing information will be retained while you remain subscribed or until you withdraw your consent or ask us to stop contacting you.

At the end of the relevant retention period, personal information will be securely deleted or anonymised unless there is a lawful reason for us to retain it for longer.

We review the personal information we hold periodically and do not retain it indefinitely without a valid reason.

Your data protection rights

Under UK data protection law, you have a number of rights in relation to your personal information. Depending on the circumstances and the lawful basis we are relying on, these may include:

The right to be informed – you have the right to know how and why we collect and use your personal information. This Privacy Policy is part of how we provide that information.

The right of access – you can ask us for a copy of the personal information we hold about you and for information about how it is being used.

The right to rectification – you can ask us to correct personal information that is inaccurate or to complete information that is incomplete.

The right to erasure – in certain circumstances, you can ask us to delete personal information we hold about you. This right does not always apply, for example where we need to retain information to meet a legal or regulatory obligation.

The right to restrict processing – in certain circumstances, you can ask us to limit how we use your personal information while an issue is being considered.

The right to data portability – where applicable, you can ask us to provide certain personal information you have given us in a structured, commonly used and machine-readable format, or to transfer it to another organisation where technically feasible.

The right to object – you may have the right to object to the way we use your personal information where we rely on legitimate interests as our lawful basis. You also have the right to object at any time to the use of your personal information for direct marketing.

The right to withdraw consent – where we rely on your consent to use your personal information, you can withdraw that consent at any time. This will not affect the lawfulness of any processing carried out before you withdrew your consent.

If you withdraw consent to the processing of health information that we need in order to provide nutritional support safely and appropriately, we may no longer be able to provide some or all of our services to you.

To exercise any of these rights, please contact us at:

Email: privacy@singlestepnutrition.com

We will respond to requests in accordance with the timescales required by data protection law.

Complaints

If you have concerns about how we use your personal information, we would welcome the opportunity to address them first.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection.

Further information is available at www.ico.org.uk.

Marketing communications

We will not send you marketing emails or other direct marketing communications unless you have chosen to receive them or another lawful basis applies.

If we introduce email newsletters or other marketing communications in future, we will provide a clear choice about whether you wish to receive them.

Where we rely on your consent, you can withdraw that consent at any time.