

SANCTUARY HOME

sanctuaryhome.uk · Svetlana Smolyaeva Dip NT mBANT

Privacy Policy

Last updated: March 2026 · Governed by the laws of England and Wales

This Privacy Policy explains how Sanctuary Home collects, uses, and protects your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

Sanctuary Home is a complementary wellness practice operated by Svetlana Smolyaeva (Dip NT mBANT), a BANT-registered Nutritional Therapist based in Ross-on-Wye, Herefordshire, United Kingdom.

For the purposes of UK data protection law, Svetlana Smolyaeva is the Data Controller. If you have any questions about how we handle your personal data, please contact us:

- Email: info@sanctuaryhome.uk
- Phone / WhatsApp: +44 7802 825394
- Website: sanctuaryhome.uk

2. What Data We Collect

2.1 Information You Provide Directly

When you complete an enquiry form, book a consultation, or contact us, we may collect:

- Your name and contact details (email address, phone number)
- Health history and symptoms relevant to your consultation
- Lifestyle information including diet, sleep, and exercise habits
- Medication and supplement use
- Correspondence between you and Sanctuary Home

2.2 Information Provided by Healthcare Professionals

If you are referred to us by a clinician, we may receive:

- Your name and contact details provided by the referring practitioner
- A brief clinical summary relevant to your referral
- Confirmation that you have consented to the referral

2.3 Technical Data

When you visit our website, we may automatically collect basic technical data such as your IP address, browser type, and pages visited. This is used solely for website performance and security purposes.

3. Why We Collect Your Data

We collect and use your personal data for the following purposes:

- To respond to your enquiry and provide the services you have requested
- To conduct nutritional therapy consultations and create personalised health plans
- To deliver the Men's Vitality Restoration Programme and associated therapies
- To send appointment reminders and follow-up communications
- To comply with our professional obligations as a BANT-registered practitioner
- To maintain accurate and up-to-date clinical records

4. Legal Basis for Processing

Under UK GDPR, we process your personal data on the following legal bases:

- Contract: Processing is necessary to deliver the services you have engaged us for
- Legitimate interests: To manage our practice, respond to enquiries, and maintain client records
- Consent: Where you have explicitly consented, for example by ticking a consent checkbox on our referral form
- Legal obligation: Where we are required to retain records under professional regulatory requirements

For special category data (health information), we process this under Article 9(2)(h) UK GDPR – processing necessary for the provision of health or social care services.

5. How Long We Keep Your Data

We retain client records for a minimum of 7 years following your last appointment, in line with BANT professional guidelines. After this period, records are securely destroyed. Enquiry data from individuals who did not become clients is deleted within 12 months.

6. Who We Share Your Data With

We do not sell or share your personal data with third parties for marketing purposes. Your data may be shared only in the following limited circumstances:

- GoHighLevel (GHL) – our CRM and booking platform, which acts as a data processor on our behalf
- Laboratory testing providers – where you have consented to functional testing as part of your programme
- Healthcare professionals – only where you have given explicit consent, for example to liaise with your GP
- Regulatory authorities – where we are legally required to disclose information

7. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (subject to our legal retention obligations)
- Object to or restrict our processing of your data
- Receive your data in a portable format
- Withdraw consent at any time, where consent is the basis for processing

To exercise any of these rights, please contact us at info@sanctuaryhome.uk. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk or by calling 0303 123 1113.

8. Cookies

Our website may use cookies to improve your browsing experience and to analyse site traffic. You can control cookie settings through your browser. We do not use cookies for advertising or tracking purposes.

9. Changes to This Policy

We may update this Privacy Policy from time to time. The current version will always be available on our website. We encourage you to review it periodically.

10. Contact Us

If you have any questions about this Privacy Policy, please contact:

- Svetlana Smolyaeva, Sanctuary Home
- Email: info@sanctuaryhome.uk

- Phone: +44 7802 825394
- Website: sanctuaryhome.uk