**Privacy notice**

Complete Diet Clinic Ltd is the controller responsible for your personal data. We collect and process your personal data when you visit our website, provide the information requested on this form, sign up for a newsletter, request more information about or purchase a product or service

This privacy notice provides information on how we collect and process your personal data when you visit our website.

Our website privacy policy contains more detailed information about our data processing (including about data security, data retention and lawful processing bases) and you should read that in conjunction with this privacy notice. See our full PRIVACY POLICY

 The data we collect about you

We may collect, use, store and transfer different kinds of personal data about you as follows:

* Identity Data.
* Contact Data.
* Financial Data.
* Transaction Data.
* Technical Data.
* Profile Data.
* Usage Data.
* Marketing and Communications Data.

We explain these categories of data here*.* We use different methods to collect data about you, which are explained here*.*

How we use your personal data

We will only use your personal data for the purpose for which we collected it which includes the following:

* To register you as a new customer.
* To process and deliver your order.
* To manage your relationship with us.
* To enable you to participate in a prize draw, competition or complete a survey.
* To improve our website, products/services, marketing or customer relationships.
* To recommend products or services which may be of interest to you.

How we share your personal data

We may share your personal data within the Complete Diet Clinic Ltd group and with external third parties, where appropriate, for example GP, referrer, other Health care professional with your expressed consent. More detail can be found here.

Your legal rights

For details of your rights under data protection laws, including the right to receive a copy of the personal data we hold about you and the right to make a complaint at any time to the Information Commissioner's Office, the UK regulator for data protection issues (www.ico.org.uk), please see our website privacy policy.

Contact details

We have appointed a data protection officer (DPO). If you have any questions about this privacy notice or our data protection practices please contact the DPO. Our contact details are: Arabella Melville-Claxton, arabella@completedietclinic.uk

**Cookie Policy**

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 and also allows us to improve our site. 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.** These are cookies that are required for the operation of our website. These essential cookies are always enabled because our website won’t work properly without them. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services. You can switch off these cookies in your browser settings but you may then not be able to access all or parts of our website.

* **Analytical or performance cookies.** These 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.
* **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
* **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose so that they can serve you with relevant advertising on their websites.

We do not share the information collected by the cookies with any third parties.

**Choices about cookies**

You can choose which analytical, functionality and targeting cookies we can set by clicking on the button(s):

Strictly necessary cookies **ALWAYS ACTIVE**

Analytical or performance cookies **OFF**

Functionality cookies **OFF**

Targeting cookies **OFF**

You can also choose to "Reject All" cookies in the cookie banner. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our website. Except for essential cookies, all cookies will expire after the standard expiry period as per the regulations required by law. If you have any questions or concerns about our use of cookies, please send us an email at arabella@completedietclinic.uk

**Privacy Policy**

This privacy policy sets out how Complete Diet Clinic Ltd uses and protects any personal information that you provide to us. Should we ask you to provide certain information by which you can be identified when using our services, you can be assured that it will only be used in accordance with this privacy policy. This privacy policy is effective from 12/03/2025 and will be regularly reviewed and updated. Any identifiable information that you share with Complete Diet Clinic Ltd will only be used in accordance with this privacy policy.

**Why we collect your data**:

We collect your personal data because you give us consent to do so, in order to provide our independent nutrition and dietetic services to you. You may have opted in to receive our newsletter.

Complete Diet Clinic Ltd may collect the following information:

● Name, DOB, age, sex, next of kin, GP name and address, marital status and living arrangements & occupation.

● Contact details: home address, email and telephone numbers.

● Clinical and health related information via forms, emails and verbally in a consultation.

This information is required for:

● Professional clinical record keeping of client information in accordance with the British Dietetic Association Guidance for Records and Record Keeping.

● Sharing information with relevant health care professionals such as your GP, referrer or medical team (you will provide your consent to us before this is done).

In exceptional circumstances, information about a client may be disclosed without consent if it is in the public interest to do so. This might be in circumstances where disclosing the information is necessary to prevent a serious crime or serious harm to other people.

**Controlling your personal information**:

We will not distribute, sell or lease your personal information to third parties unless we have your explicit permission or are required by law to do so. You may request details of personal information which we hold about you under the General Data Protection Regulation (GDPR). If you believe that any information we are holding on you is incorrect or incomplete, please contact Complete Diet Clinic Ltd as soon as possible. We will promptly correct any information found to be incorrect. Records relating to the care of a client, will be stored for eight years (in line with British Dietetic Association Guidance for Records and Record Keeping). This privacy policy, as part of the consent form, sets out how Complete Diet Clinic Ltd uses and protects any personal information that you provide us with. Should we ask you to provide certain information by which you can be identified when using our services, you can be assured that it will only be used in accordance with this privacy policy.

**What Information May Be Collected and What This is Used For**:

● When you visit this website, your IP address is anonymised before this is shared with Google Analytics (in order to monitor broad trends). This means that no data is collected which could identify an individual.

● This website uses cookies – to help the site provide a better user experience. However, you may prefer to disable cookies on this site. The most effective way to do this is to disable cookies in your browser.

● If you choose to subscribe to the newsletter, then your email address is added to a secure list within the Complete Diet Clinic Ltd account so you can be sent a regular newsletter. Subscriber’s email addresses are used for no other purposes than those outlined above, and they are free to opt-out at any time. Verifiable consent is obtained using a General Data Protection Regulation (GDPR) compliant sign-up form which stores permission data in list export files. All subscribers are free to change their information or opt-out from my newsletter at any time.

● Service providers used to store and process information related to carrying out dietetic services for clients all have robust security procedures in place and are GDPR compliant. BDA and HCPC record-keeping guidelines are strictly adhered to for one to one consultations.

● I (Arabella Melville-Claxton) am the data controller, data processor and Data Protection Officer (DPO) at Complete Diet Clinic Ltd, so please contact me on arabella@completedietclinic.uk with any queries or requests related to your personal data and I will respond promptly.