

*Nathalie Jones*

GLASGOW DIETITIAN

**Client Terms and Conditions**

1. Sessions must be paid for at or in advance of the session. As a client you may pay for and book sessions up to six months in advance.
2. Sessions start at the designated time and last for 30 or 60 minutes. Should you arrive late for an appointment you may complete the full session time only if your dietitian's schedule will allow the necessary time to do so.
3. Sessions cancelled within 24 hours of your booked time will be charged for in full.
4. Refunds are only applicable when:
  - a) Illness inhibits continuation (doctor's certificate required).
  - b) Relocation outside reasonable travelling distance of Glasgow.

I.....have read the terms and conditions and accept them, as they relate to the dietetic standards by Nathalie Jones. I agree to abide by the agreement between Nathalie Jones and myself and that all fees paid for dietary services will be paid to Nathalie Jones.

Acknowledged and agreed:

**Signed:** \_\_\_\_\_

**Print:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**THE GENERAL DATA PROTECTION REGULATION**

**Privacy Information**

Nathalie Jones is committed to ensuring that your privacy is protected. Should she ask you to provide certain information by which you can be identified when working with her, you can be assured that it will only be used in accordance with this privacy statement.

**Name and contact details of the Data Controller**

Nathalie Jones

T: 07956 208205

E: [nathalie.jones@ntlworld.com](mailto:nathalie.jones@ntlworld.com)

**Why I collect and process your data:**

I always ask for your consent to process your data, in order to provide my specialist dietetic services to you.

**How and what information is collected about you**

I may collect the following information by email, telephone call, referral, by post, questionnaires / forms, or in-person:

- Name
- DOB
- Contact details (address, telephone, email, etc)
- Weight/Height measurements
- Blood test results
- Food diary
- GP's details
- Personal health history and lifestyle information
- Medical reports from other healthcare professionals

**What I do with the information I gather and what it is used for**

- Professional record keeping of client information;
- Recording the initial assessment;
- Provision of dietetic services;
- Sharing your information with relevant parties when necessary.

**Your Rights**

- If you have given your consent to us processing your data, you have a right to withdraw your consent to any further processing.
- You have a right to request your data to be erased from our records.
- You have the right to request your data be transferred to another organisation.

If you wish to withdraw consent or request a transfer or erasure of your data, please email [nathalie.jones@ntlworld.com](mailto:nathalie.jones@ntlworld.com).

We will always give you the opportunity to opt out of future marketing whenever we send you marketing material or you can opt out at any time by contacting us.

*Nathalie Jones*

GLASGOW DIETITIAN

**How you can access your information**

You may request details of personal information which I hold about you under the General Data Protection Regulation. If you would like a copy of the information held on you, please write to Nathalie Jones via email at [nathalie.jones@ntlworld.com](mailto:nathalie.jones@ntlworld.com).

**There is no longer a charge for this service.**

**How long I keep your information for**

The Regulation does not set out any specific minimum or maximum periods for retaining personal data. Instead, it says that: Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

See this link: <https://ico.org.uk/for-organisations/guide-to-data-protection/principle-5-retention/>.

I will retain personal data for 7 years for adults and 7 years following their 18th birthday for children, unless upon review it is deemed necessary to retain it for a longer period.

**Security**

I am committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, I have put in place highly secure electronic systems and managerial procedures to safeguard and secure the information I collect.

**Right to Complain**

If you have a concern about my information practices, you have a right to complain. You can do so by contacting the Information Commissioner's Office on 0303 123 1113 or by visiting [www.ico.org.uk](http://www.ico.org.uk).