Privacy Policy

Last Updated: 12/11/26

The Nutrition Oasis UK is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and store your personal information when you visit our website **www.thenutritionoasis.co.uk** or use our nutritional advice services.

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, the Data Controller is **The Nutrition Oasis.** If you have any questions about this policy or how we handle your data, please contact us at **alyssia@thenutritionoasis.co.uk**

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1. The Information We Collect

We only collect information that is necessary to respond to your enquiries and provide safe, tailored nutritional advice. This includes:

- **Identity and Contact Information:** Your name, email address, phone number, and billing details when you enquire about or book a service.
- **Health and Physical Information (Special Category Data):** Food allergies, food intolerances, dietary preferences, weight, waist measurements, hip measurements and health questionnaire (The Client Data). We do not collect full medical records or diagnostic histories.
- **Technical and Usage Data:** Basic website usage information, IP addresses, and cookies collected automatically when you browse our website (hosted via GoDaddy).

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2. How We Use Your Information & Lawful Basis

Under UK GDPR, we must have a valid lawful basis to process your personal data:

- **To respond to enquiries and deliver our services (Contractual Necessity):** We use your name, contact details, and payment information to manage bookings, communicate with you, and deliver your nutritional advice.
- **To provide safe, tailored nutrition guidance (Explicit Consent):** We collect and use The Client Data strictly to tailor your nutritional plan safely and track your progress. Because this is classified as Special Category health data, we only process it with your **explicit consent**, which you provide when submitting our Client Intake Form and from The Client Services Agreement.
- **To improve our website and comply with legal obligations (Legitimate Interests & Legal Obligation):** We use basic website analytics to keep our site secure and maintain financial records for UK tax purposes.

You have the right to withdraw your explicit consent for us to hold or process your health and measurement data at any time by emailing **alyssia@thenutritionoasis.co.uk**.

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3. Who We Share Your Data With

We will never sell, rent, or trade your personal information. We only share your data with trusted third-party service providers who help us run our business, and only to the extent necessary:

- **GoDaddy:** Hosts our website and processes enquiries submitted through our website contact forms.
- **Nationwide Bank Transfer:** Processes client payments securely.
- **Microsoft Outlook and Microsoft Teams:** Used to schedule and conduct consultations.
- **NutriAdmin:** To assess Nutritional Status and Provide Nutritional Resources for the Service Provider and for The Client.

All third-party providers are required to keep your data secure and process it in accordance with UK data protection laws.

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4. How We Store and Protect Your Data

We take the security of your personal and physical measurement data seriously. Your information is stored securely on password-protected devices and encrypted cloud storage, accessible only by **The Nutrition Oasis UK**

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5. How Long We Keep Your Data

We only keep The Client Data for as long as necessary to fulfil the purposes we collected it for, including satisfying any legal, accounting, or insurance requirements:

- **The Client Data and Consultation Records:** Retained for **7 years** following your last consultation, in line with our professional indemnity insurance requirements.
- **General Website Enquiries:** If you do not become a client, we delete your enquiry details after **1 year**.

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6. Cookies

Our website uses cookies (small text files placed on your device) provided through GoDaddy to help the website function properly and understand how visitors use our pages. You can control or disable cookies through your browser settings or via our website's cookie consent banner.

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7. Your Legal Rights

Under UK data protection law, you have the right to:

- **Request access** to a copy of the personal data we hold about you.
- **Request correction** of any inaccurate or incomplete information.
- **Request erasure** of your data (subject to our legal and insurance record-keeping obligations).
- **Withdraw consent** at any time where we rely on your consent to process health or measurement data.
- **Restrict or object** to how we process your information.

To exercise any of these rights, please email us at **alyssia@thenutritionoasis.co.uk**. We will respond within one month.

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8. Complaints

If you are unhappy with how we have handled your personal data, please contact us first at **alyssia@thenutritionoasis.co.uk** so we can resolve your concern. You also have the right to make a complaint at any time to the **Information Commissioner's Office (ICO)**, the UK supervisory authority for data protection issues:

- **Website:** ico.org.uk
- **Telephone:** 0303 123 1113
