

EatUp privacy agreement

If you are a client, EatUp will hold some information about you. This document outlines how that information is used, who we may share that information with and how we keep it secure. We are happy to provide any additional information or explanation needed. Any requests for this contact Lucy@eatup.fit

We keep our Privacy Notice under regular review. This Privacy Notice was last reviewed in August 2018.

What we do

EatUp provides nutritional and weight loss support services to clients to improve their health and wellbeing through diet and lifestyle interventions. EatUp focuses on preventative healthcare and the optimization of physical and mental health. Through weekly consultations, dietary and lifestyle analysis, we aim to understand the underlying causes of your health issues which we will seek to address through evidence based nutritional guidance and lifestyle advice.

How we obtain your personal data information provided by you

You provide us with personal data in the following ways:

- By completing a health and lifestyle questionnaire
- By signing a terms of engagement form
- During a nutrition program consultation
- Through email, over the telephone or by post
- By taking credit card and online payment

This may include the following information:

- Basic details such as name, address, contact details and next of kin
- Details of contact we have had with you which may include - health information including your previous medical history, dietary and lifestyle history, GP contact information
- Bank details

We use this information in order to provide you with a nutrition and weight loss service. This means that the legal basis of our holding your personal data is for legitimate interest.

Following completion of your program we retain your personal data for a period of time. This is in-case you would like to return to EatUp for further support and also enables us to process any complaint you may make. In this case the legal basis of our holding your personal data is for contract administration.

How we use your personal data

We act as a data controller for use of your personal data to provide direct nutrition and weight loss support.

We undertake at all times to protect your personal data, including any health and contact details, in a manner which is consistent with our duty of professional confidence and the requirements of the General Data Protection Regulation (GDPR) concerning data protection. We will also take reasonable security measures to protect your personal data storage.

We may use your personal data where there is an overriding public interest in using the information e.g. in order to safeguard an individual, or to prevent a serious crime. Also where there is a legal requirement such as a formal court order. We may use your data for marketing purposes such as newsletters but this would be subject to you giving us your express consent.

Do you share my information with other organisations?

We will keep information about you confidential. We will only disclose your information with other third parties with your express consent.

What safeguards are in place to ensure data that identifies me is secure?

We only use information that may identify you in accordance with GDPR. This requires us to process personal data only if there is a legitimate basis for doing so and that any processing must be fair and lawful.

Within the health sector, we also have to follow the common law duty of confidence, which means that where identifiable information about you has been given in confidence, it should be treated as confidential and only shared for the purpose of providing direct nutrition and weight loss support. We will protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared.

We also ensure the information we hold is kept in secure locations, restrict access to information to authorised personnel only, protect personal and confidential information held on equipment such as laptops. We ensure external data processors that support us are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

Website technical details

We do use electronic forms on our website making use of an available 'forms module' which has a number of built-in features to help ensure privacy. We also aim to use secure forms where appropriate.

We do not make use of cookies to collect any private or personally identifiable information. The technical platform of this website uses cookies solely to aid the proper technical functioning of the website. The cookies used contain random strings of characters alongside minimal information about the state and session of the website – which in no way collects or discloses any personal information about you as a visitor.

Advanced areas of this site may use cookies to store your presentation preferences in a purely technical fashion with no individually identifiable information. Note also our statement on analytics software below – as analytics software also uses cookies to function.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

Analytics

Like most websites, we make use of analytics software in order to help us understand the trends in popularity of our website and of different sections. We make no use of personally identifiable information in any of the statistical reports we use from this package. We use an analytics package called Google Analytics who provide details of their privacy policy on the Google website.

Complaints

If you have a complaint regarding the use of your personal data then please contact EatUp by writing to Lucy@eatup.fit and we will do our best to help you.