



Privacy Notice

hnt Helen Auburn holds some information about you. This document outlines how that information is used, who we may share it with, and how we keep it secure. This notice does not provide exhaustive detail. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to helenauburn@btinternet.com. We keep our Privacy Notice under regular review. This Privacy Notice was last reviewed on 23rd March 2018.

1. What I Do

hnt - Helen Auburn provides nutritional therapy services to clients to improve their health through diet and lifestyle interventions. I focus on preventative healthcare, the optimisation of physical and mental health, and chronic health conditions. Through consultations, dietary and lifestyle analysis, and biochemical testing, I aim to understand the underlying causes of your health issues, which I address through personalised dietary therapy, nutraceutical prescription (supplements), and lifestyle advice.

I also offer business talks.

2. How I Obtain Your Personal Data

You provide me with personal data in the following ways:

- By completing a nutritional therapy questionnaire
- During a nutritional therapy consultation
- Through email, phone, text, Zoom, Teams, FaceTime, or WhatsApp
- Through cheque, cash, and online payments

This data may include:

- Name, address, contact details, and next of kin
- Details of contact I've had with you, such as referrals and appointment requests
- Health information including previous medical history, dietary, lifestyle, supplement, and medicine details, biochemical test results, clinic notes, and health improvement plans
- GP contact information
- Bank details

I use this information to provide you with direct healthcare, with the legal basis being legitimate interest.

Following your healthcare, I retain your personal data as required by my professional association, [BANT](#) and registrant body, [CNHC](#). This enables me to process any complaints you may make. In this case, the legal basis of my holding your personal data is for contract administration.

Information from other sources:

I may receive sensitive medical information from biochemical testing companies or other healthcare providers, but I will only do so with your express consent.

Information we collect:

To aid your treatment from our business you will normally provide us with certain information, such as your name, postal address, telephone number(s), & medical information. We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. We will store your information on an electronic client record system which is fully compliant with data protection legislation and password protected. Your initial client medical questionnaire along with any medical information & letters are stored in a locked storage facility.

3. How I Use Your Personal Data

I act as a data controller for your personal data, and also as a processor when it comes to data from third parties, such as testing companies or other healthcare providers. I undertake to protect your personal data in line with GDPR and ensure secure storage.

In certain situations, I may be required to use your personal data without your consent, such as to safeguard an individual or in response to legal requirements (e.g., a formal court order).

4. Do You Share My Information with Other Organisations?

I will keep your information confidential and will only share it with third parties with your express consent, except in the following situations:

- Sharing information with [BANT](#) or [CNHC](#) for complaint processing
- Contractors and advisors, provided they keep the information confidential
- Legal agencies if required to do so by law or regulatory request

I may share your information in anonymised form for professional development purposes (e.g., clinical supervision, publications), but I will seek your explicit consent before doing so.

5. What Are Your Rights?

You have the right to:

- See, amend, delete, or request a copy of your personal data
- Request deletion or correction of inaccurate information
- Ask me to stop processing your data where it is not required by law
- Receive a copy of your data in a machine-readable format
- Object to the processing of your personal data

- Change, restrict our use of, or delete your personal information. However in the case of health records these are exempt from change and deletion requests.

To exercise your rights, contact the Data Controller at 3 Eastcott Hill, Old Town, Swindon, Wiltshire, SN1 3JG, or email helenauburn@btinternet.com.

6. How Do We Ensure Data Security?

We comply with GDPR and the common law duty of confidence to ensure that your data is secure. Information is stored in secure locations, and access is restricted to authorised personnel. Personal information stored on equipment such as laptops is encrypted.

7. Refund Policy

Refunds are not available once the nutritional package has been purchased, even if you have not used the support included. Please refer to the [Supply and Goods Act, 1982](#) - "I have performed the contract. It can not be undone or redone."

8. How Long Do You Hold Confidential Information For?

All records are held according to the retention policies specified by [BANT](#).

9. Website Technical Details

Forms

I use an electronic form on my website that helps ensure privacy and security. To opt-out of being tracked by Google Analytics, visit [Google Analytics Opt-out](#).

Analytics

I use Google Analytics to understand website trends. No personally identifiable information is included in these statistical reports. For more information, view Google's Privacy Policy.

10. Complaints

If you have a complaint, please contact me at helenauburn@btinternet.com. If your complaint is not resolved, you can contact the Information Commissioner's Office (ICO) at 0303 123 1113.