



## Privacy Policy for website and service users

**Last updated:** 5 December 2025

This Privacy Policy explains how Yasmina Louise Nutrition ("I", "me", or "my") collects, uses, stores, and protects your personal information when you visit my website or use my nutrition services. I care about your privacy and aim to be clear and friendly about how I handle your data. I only collect what I need to provide safe, personalised nutrition support and I treat your information with care, respect, and strong security.

### Contact

**Email:** [yaslounutr@gmail.com](mailto:yaslounutr@gmail.com)

**Data protection lead:** Yasmina Abbas is sole trader of Yasmina Louise Nutrition and acts as the data protection lead for this business. For data protection queries, subject access requests, or to exercise any data subject right, contact [yaslounutr@gmail.com](mailto:yaslounutr@gmail.com).

### 1. Scope

This policy covers both website users and service clients, including social media interactions, newsletters, and third-party tools used to run the business and deliver services.

### 2. A short summary of how I handle your data

I collect the minimum information needed to provide clear, personalised nutrition support. I use your data to deliver services, communicate with you, manage bookings and payments, and improve the website and services. I only share data with trusted service providers who help me run the business (for example payment processors, booking platforms, cloud storage and email tools). I keep your information secure, limit access to what is necessary, and delete or anonymise data when it is no longer needed.

### 3. Personal data I collect

Category	Data Collected	Purpose	Applies to
Identity & Contact	Name, email, phone, age, gender, pronouns	Identify users/clients, communicate, provide services	Website & Services
Billing	Home address (only if required for invoicing)	Invoices / payment processing	Services only

Payment	Card or bank details processed via Stripe	Payment processing (not stored by me)	Services only
Service & Consultation	Booking info (Calendly/Wix), consultation notes, Zoom session records	Deliver nutrition services, track progress	Services only
Health & Nutrition (special category)	Health history, medications, lifestyle info, food diaries/photos, goals	Personalised nutrition support, consultations	Services only
Website & Online Activity	IP address, device/browser info, cookies, page interactions	Website functionality, analytics	Website only
Marketing Preferences	Email, consent status	Send newsletters, marketing communications	Website & Services

I only collect what is necessary for the purpose I tell you about. When I ask for health or medical details I explain why each piece of information helps me support you better. You are always in control of what you share and can decline to provide anything you prefer not to.

#### 4. Third-party services and processors

I use a number of trusted third-party services to run the website and deliver services. These providers act as processors and only handle the data they need to perform their role. I use written contracts and data processing agreements to ensure they protect your data and act only on my instructions.

Service	Purpose	Notes
Wix	Website hosting, forms, analytics	May store data outside UK with safeguards
Google Drive	Cloud storage	GDPR-compliant
OneDrive & Microsoft Office	Documents, emails	GDPR-compliant
Gmail	Communication	GDPR-compliant
Zoom	Online consultations	GDPR-compliant
Calendly	Appointment booking	GDPR-compliant

Stripe	Payment processing	PCI-compliant; no card details stored by me
Akiflow	Task management	No health data stored
MailerLite	Email marketing / newsletters	Consent-based; GDPR-compliant
Linktree	Landing page analytics	May collect clicks & device info
Instagram, TikTok, LinkedIn	Social media communication	Operate under their own privacy policies

If you would like details of the specific safeguards used by any provider (for example Standard Contractual Clauses or adequacy decisions), contact [yaslounutr@gmail.com](mailto:yaslounutr@gmail.com).

## 5. Lawful bases for processing

I always have a lawful basis for processing personal data under UK GDPR. The main lawful bases I rely on are set out below.

Purpose	Categories of Data	Lawful Basis
Delivering nutrition services and consultations	Identity, contact, health and lifestyle data	Performance of a contract with you (Article 6(1)(b))
Processing health and special category data for care	Health and medical data	Article 9(2)(h) (health and social care) or explicit consent where required
Billing, accounting and tax compliance	Payment and invoicing data	Legal obligation (Article 6(1)(c))
Responding to enquiries and providing customer support	Identity and contact data	Legitimate interests (Article 6(1)(f))
Website analytics and security	IP address, device and cookie data	Legitimate interests (Article 6(1)(f))
Marketing and newsletters	Contact details and consent status	Consent (Article 6(1)(a))

**Legitimate interests assessment:** where I rely on legitimate interests I have balanced my business needs against your rights and freedoms and will not process data where those rights override my interests. You can object to processing based on legitimate interests at any time by contacting [yaslounutr@gmail.com](mailto:yaslounutr@gmail.com).

## 6. Special category data (health information)

Some information I collect is classed as special category data (for example health and medical information). I only collect and process this data when it is necessary for your care and support. I will either rely on your **explicit consent** or on the legal basis that allows processing for health and social care. I will always explain why I need this information before you provide it and keep it strictly limited to what is necessary for the service.

Access to special category data is restricted and it is stored securely.

## 7. How long I keep your data

Retention periods are set to meet legal, contractual, and clinical requirements. Records are reviewed periodically and securely deleted or irreversibly anonymised when no longer needed. Typical retention periods are:

Data Type	Retention Period	Notes
Initial enquiries	12 months	Deleted if no further engagement
Client health records & consultation notes	7 years after last session	Clinical and legal rationale
Food diaries / photos	7 years after last session	Clinical and legal rationale
Invoices & payment records	7 years	Legal requirement for tax purposes
Emails & communication	2 years after last correspondence	Unless needed for ongoing care
Marketing emails	Until unsubscribe	Managed via MailerLite and WIX

Retention periods may be extended where required by law or to defend legal claims.

## 8. How I store and transfer your data

I store and process personal data within the UK and with trusted providers who meet UK GDPR standards. Some third-party services may store or process data outside the UK. Where data is transferred outside the UK I ensure appropriate safeguards are in place such as an adequacy decision, Standard Contractual Clauses, or other lawful transfer mechanisms.

Technical and organisational measures I use include:

- Encrypted and password-protected devices for electronic data
- Secure cloud services that meet UK GDPR standards
- Locked physical storage for paper records and a clear desk policy
- Limited access to client records; only I and authorised processors can access data
- Notifications on mobile phones do not show sender or message details when locked
- Procedures for dealing with data breaches and regular reviews of security measures

### **9. Sharing your data**

I will not normally share your personal data with third parties except where necessary to provide services (for example payment processors, cloud storage, or professional advisers), where required by law, or where you have given consent. If I sell, transfer, or merge parts of my business, personal data may be transferred to a new owner and used in the same way as set out in this policy.

If I am legally required to share personal data (for example in response to a court order or safeguarding concern) I will take steps to ensure your data is handled securely and in accordance with the law.

### **10. Cookies and website tracking**

My website uses essential cookies for site functionality and optional cookies for analytics and improvements. A cookie banner allows you to accept or reject non-essential cookies. You can also control cookies via your browser settings. Essential cookies required for the site to function are used without consent.

For details of each cookie, its purpose and retention period, see the Cookie Table on the website.

### **11. Social media and messaging**

If you contact me through social media platforms (Instagram, TikTok, LinkedIn, etc.), those platforms may collect personal information under their own privacy policies. Any client- or website-related information shared via these platforms may be transferred into my secure systems (Gmail, OneDrive, Google Drive, etc.) for response and service purposes.

### **12. Your rights and how to exercise them**

You have the following rights under UK GDPR:

- **Access** your personal data
- **Correct** inaccurate or incomplete data
- **Request deletion** (erasure) where applicable
- **Restrict** processing in certain circumstances
- **Object** to processing based on legitimate interests or for direct marketing
- **Data portability** to receive a copy of data you provided in a structured, commonly used format
- **Withdraw consent** at any time for processing based on consent
- **Rights in relation to automated decision-making and profiling**

To exercise any right, contact [yaslounutr@gmail.com](mailto:yaslounutr@gmail.com) or write to the postal address above. I will acknowledge receipt of your request within 5 working days and respond within one month. If a request is complex or numerous I may extend the period by up to two further months and will inform you of the extension and reasons. If a request is manifestly unfounded or excessive I may charge a reasonable fee or refuse to act.

**Subject Access Requests:** please provide proof of identity and specify the information you want. I will supply a copy of your personal data free of charge unless the request is manifestly unfounded or excessive.

### 13. Data breaches

I maintain procedures to detect, investigate and report personal data breaches. If a breach is likely to result in a risk to your rights and freedoms I will notify the Information Commissioner's Office without undue delay and, where required, inform affected individuals with details of the breach and steps to mitigate risk. I keep records of all breaches and remedial actions taken.

### 14. Automated decision-making and profiling

I do not carry out automated decision-making or profiling that produces legal or similarly significant effects for individuals. If this changes I will provide information about the logic involved, the significance and the envisaged consequences for you.

### 15. How to complain

If you have concerns about how your data is processed, please contact me first at [yaslounutr@gmail.com](mailto:yaslounutr@gmail.com). If you remain unhappy you have the right to lodge a complaint with the Information Commissioner's Office (ICO). For more information visit <https://ico.org.uk>.

### 16. Changes to this policy

I may update this policy from time to time to reflect changes in the law or how I operate.



**Privacy at a glance:** I treat your data with care, only use it to support you, and keep it secure. If you have any questions or want to exercise your rights, email [yaslounutr@gmail.com](mailto:yaslounutr@gmail.com).