



BELL CONSULTING

Brighter Eating, Lighter Living

Client Privacy Policy

INTRODUCTION

In line with the UK General Data Protection Regulations (GDPR) we take your privacy very seriously, and we will always ensure full compliance with this legislation. However, while we will undertake all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot 100% guarantee the security or integrity of any personal data that is transferred from you or to you via the internet.

WHAT INFORMATION DO WE COLLECT?

At the point of making an enquiry with us, we collect the following information about you;

- Your name
- Your email address
- Your contact telephone number/s

Should you sign up for our services we collect the following additional information about you;

- Your date of birth
- Your home address
- Your occupation
- Your GPs name
- Your GPs address
- Your GPs telephone number
- Your personal measurements such as your weight etc.
- Relevant information pertaining to your past and your current health status

HOW WILL WE USE THE INFORMATION ABOUT YOU?

We process your information so that we can:

- Provide the services as requested by you
- Identify you and manage any accounts you hold with us
- To let you know about other products or services that may be of interest to you
- To improve our services to you



BELL CONSULTING

Brighter Eating, Lighter Living

WHO HAS ACCESS TO YOUR INFORMATION?

Your information may be passed onto staff working within, or on behalf of, BELL Consulting Services only. All our staff and our associates are bound by contractual obligations of client confidentiality and are fully aware of their obligation in the protection of personal data. Your information will not be shared with outside third parties without your express permission.

The only exception to the above is in the event of law enforcement authorities requesting information to investigate or to prevent any unlawful activity.

RETENTION PERIODS

We store your personal data on secure servers for the following period;

- Up to two years after you have completed your programme with us
- Up until you ask us to delete or return it.

After the above time period, your data will be irretrievably destroyed in line with legislation.

WHAT RIGHTS DO YOU HAVE?

Under UK GDPR legislation you have the following rights;

- **The right to be informed.** This allows you to know what personal data is being collected about you, why and who is collecting it, how long it will be kept and how you can file a complaint.
- **The right to access.** This allows you the right to submit an access request to us and to be informed of the circumstances in which your data is being collected and managed.
- **The right to rectification.** This allows you the right to ask us that we update and/or correct any inaccurate or incomplete data we may hold on you.
- **The right to be forgotten.** This allows you to ask that your data is erased. However this can be declined if the request would require a disproportionate effort, if it is impossible to comply, or if there are legal and/or public safety implications in doing so.
- **The right to restrict processing.** This allows you to request that we limit the way we use your personal data.
- **The right to data portability.** This allows you to request personal data with which you have previously provided us. We should provide this to you in an easily read format. You can also request that your data is transferred directly to another organisation.
- **The right to object to processing.** This allows you to object to the processing of your personal data at any time.
- **The right in relation to automated decision making and profiling.** This allows you the right to not be subjected to automated (without human involvement) decision making.

This policy was reviewed January 2023.

Next review January 2026.



BELL CONSULTING

Brighter Eating, Lighter Living

HOW DO I LODGE A COMPLAINT?

If you have any questions about this privacy policy or the information we hold about you, please get in touch. Our full contact details are on the 'Contact Us' page of our website www.bellconsultingservices.co.uk.

We will endeavour to respond to you within five working days of your notification.

You are also entitled to complain to the Information Commissioners Office (ICO), the supervisory authority in the UK. Their contact details and their complaints procedure can be found at www.ico.gov.uk.

This policy was reviewed January 2023.

Next review January 2026.