

# ***Novus Vita Health Ltd Privacy Policy***

## **The Policy**

This is a statement of the privacy policy adopted by Novus Vita Health Ltd, hereafter referred to as “The Company”. To perform its function, The Company needs to collect and use certain types of information about clients that use the services of The Company.

The Company regards the lawful and correct treatment of personal information as important to the achievement of our objectives. We therefore strive to ensure that we treat personal information lawfully and correctly.

The Data Controller & Processor for The Company is Director, Jodi Cahill. The Data Controller decides how and what personal data is processed.

## **Consent to collect personal information**

In compliance with the GDPR of April 2018, when a new client signs any official contract or initial patient questionnaire with The Company, he or she will be asked to formally consent to allow The Company to collect and process their relevant personal information.

The Company must process all client personal information to perform its function. If an individual/organisation is not content to allow The Company to process personal information, that individual/organisation will not be consulted with by The Company.

## **What personal information we might need**

We may collect and process the following examples of personal information, although we may, at times, also need to collect other personal information that is not listed here:

- Your full name
- Your occupation
- Contact information (for example address, telephone numbers, email addresses)
- Information about your age, gender, nationality, marriage status
- GP contact details
- Your personal medical information
- Your family medical history including information of you children’s medical history (if applicable)

## **Why we need your personal information**

We may use/process this your personal information to:

- Adequately fulfil The Company's service to the client
- Handle complaints
- Refer to a medical authority
- Conduct clinical investigations
- Conduct clinical research
- Understand people's views and opinions (for example through consultations)
- Improve our services
- Carry out administrative functions (example sending copies of invoices and prescriptions as necessary)
- Comply with our legal and regulatory obligations.

## **Protecting your information**

We have appropriate technical and organisational measures in place to protect your information.

1. Personal data will be processed fairly and lawfully.
2. Personal data will be obtained only for one or more specified and lawful purpose(s) and will not be processed in a manner that is not compatible with that purpose(s).
3. Personal data will be adequate, relevant and not excessive in relation to the purpose(s) for which they are processed.
4. Personal data will be accurate and where necessary, kept up to date.
5. Personal data will not be kept for longer than is necessary.
6. Personal data will be processed in accordance with the GDPR of May 2018
7. Appropriate technical and organisational measures are in place to protect personal data from unauthorised or unlawful processing and from accidental loss, damage or destruction.

8. Personal data will not be transferred to a country or territory outside of the European Economic Area (EEA) unless we can be assured there is an adequate level of protection for the rights and freedoms of the data subjects.

### **Accessing your information (Subject Access Requests)**

Under GDPR, you are entitled to ask for a copy of the personal information that we hold about you and to have any inaccuracies in your personal information corrected. When you submit a request for your personal information, you are entitled to:

- know what personal information we are processing or have processed;
- why we have processed your personal data – the reason(s) and purpose(s) for the processing of your personal information;
- know if we have shared your personal information and if so, with whom and for what purpose(s).

Requests for your personal information must be submitted to us in writing.

Email requests should be addressed to: [drcahill@novusvita.co.uk](mailto:drcahill@novusvita.co.uk)

### **Sharing your personal information**

The Company offers educational training to various colleges and as such, from time to time, clinical cases seen by Novus Vita Health Ltd may be discussed or reviewed for education and research purposes. In such an event, no personal information that would identify the patient will be made known.

Unless otherwise stated in this Privacy Policy, personal data relating to you will not be disclosed to any third party unless you have specifically given your consent by signing and acknowledging within the Questionnaire/Consent Form given at the first/follow-up consultation.

We will not rent or sell your personal information without your permission.

### **Logging and recording of communications with you**

We may log any verbal, mobile or email communications between you and us for the purposes described earlier in this statement.

### **Links to other websites**

Our website includes links to other websites (for example health blogs, natural health resources etc). We are not responsible for the data protection and privacy practices of these organisations, including their websites. This Privacy Policy applies to The Company only.

### **Further information about GDPR**

This policy applies to personal data as defined by GDPR that is: data from which a living individual can be identified, either from that data alone, or from that data and other information that is held by the data controller. This includes information held on computer, paper files, photographs, audio recordings and webcam/skype footage.

The purpose of GDPR is to make sure that personal data is used in a way that is fair to the individual and protects their rights, while enabling organisations to process personal data in pursuit of their legitimate aims.

### **Changes to this policy**

The Company made change this privacy policy. In this case the 'last updated' date at the bottom of this page will also change. Any changes to this privacy policy will apply to you and your data immediately.

If these changes affect how your personal data is processed, The Company and the Data Controller will take reasonable steps to inform you.

