

## Privacy Policy

Fay Kaina is committed to ensuring that your privacy and personal information is protected. Should you be asked to provide information by which you can be identified when using these services, you can be assured that it will only be used in accordance with this privacy policy.

This privacy policy tells you how personal information which are collected from you, or which you provide, will be processed. This relates to information collected from you or your GP/Consultant on referral to our clinical services and information collected directly from, over the telephone and at appointments.

Please note – it is important to update on any changes to your personal information, to ensure the information kept is up to date and correct

Types of data collected -

- Personal details (such as name, gender and date of birth)
- Contact details (such as your address, telephone number and email address)
- Usage data (this may include collection of information how the service is accessed and used)

Data storage and usage

Your information will be stored in accordance with HCPC and ICO standards and comply with data protection law. All relevant measures are put in place to prevent accidental loss or unauthorised access to your information. All service user details, case notes and correspondence will be stored securely and treated confidentially according to General Data Protection Regulations (GDPR) and the Data Protection Act 1988.

Personal data may be used for the following purposes:

- For direct contact, for example relating to appointment details
- To provide personalised information relating to your use of services
- To investigate any issues raised by the service user
- To notify the service user of changes to services

Your Rights

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information held about you and to check that it is lawfully processed.
- Request correction of the personal information that is held.
- Request deletion or removal of personal information where there is no good reason for continuing to process it. In certain circumstances we can refuse to delete the information in question for example if involved in a legal claim.
- Request the restriction of processing of your personal information. This enables you to ask for suspension of the processing of personal information about you.
- Request the transfer of your personal information to another party.
- You hold the right to raise issue with the way your information is processed with the Information Commissioner’s Office (the “ICO”)

Please note that this privacy policy will be regularly reviewed and updated where necessary.

If you have any further questions, please get in touch – faykaina@gmail.com

This policy is effective as from 01/10/2022.

## Terms and Conditions

These are the terms and conditions by which you accept to access Nutrition and Dietetic services from Fay Kaina RD – all things gut.

These conditions are effectual from the completion of the consent form, you may withdraw your consent or cancel your contract with Fay Kaina at any time.

### General

- The purpose of receiving nutrition and dietetic input from Fay Kaina is to provide assessment, support, information and dietetic advice based on scientific evidence. It is not intended to replace the advice of a Doctor or to provide medical advice or diagnosis.
- Please consult with a Doctor about medical issues. Do not disregard information given to you by a Doctor or other health professional in place of information given by Fay Kaina.
- All changes made by you following advice from Fay Kaina are made at your own risk.
- Please be aware that all information given to individuals is intended for that individual only and should not therefore be passed on or shared with others.
- Please consider that due to the individual nature of dietetic advice, outcomes for the individual may not be seen immediately and may require further review and adaptation. This should also be considered when writing any reviews about the service.

### Appointments

- Appointments can be booked directly through the Laura Franklin Rehab website, or following an enquiry direct to Fay Kaina via email.
- Initial consultation duration will be up to 60 minutes and review/follow up consultations up to 45 minutes. Additional services may be agreed as required.
- You are required to provide the background information necessary for this service, which will be via a form sent to you prior to your initial assessment. This allows more time to focus on the dietetic intervention during your appointment. Please ensure that this information is complete and correct as failure to do so may affect your treatment.
- Following your initial assessment, a written report and treatment plan will be generated and sent via email. This can be shared, with your consent, with your GP or Consultant.
- Review appointments will be agreed on completion of the initial appointment, at a time scale agreed between you and Fay Kaina, depending on clinical need and capacity.
- You will receive an updated treatment plan, as required, following each consultation and Fay will communicate with other health care professionals where appropriate during your treatment.

### Cancellation

- You are required to notify Fay Kaina or Laura Franklin Rehab of any cancellations no later than 24 hours prior to your appointment
- The full consultation fee is payable when the appointment is cancelled with less than 24 hours' notice, or in the event of a non-attendance

### Fees and payment

- Fees will be stated prior to appointment booking.
- Payment is to be made through the online payment system prior the appointment, payment should be made no later than 24 hours before the appointment. Without this, the appointment will not go ahead.
- Payments via private health insurance providers are not accepted at present.

## Data

- All data collection and usage is subject to the Privacy Policy, please ensure this is read and understood prior to accessing services provided by Fay Kaina.

## Communication

- With consent, all written communication will be conducted through email. Please be aware that though all relevant measures are taken, this cannot be guaranteed as completely secure.

## Copyright

- Any materials provided to you by Fay Kaina are the property of Fay Kaina or are licenced or protected by copyright and may therefore only be passed on to third parties with the consent of Fay Kaina.

## Changes and additions

- We maintain the right to amend these terms and conditions at any time

## Consent

By proceeding with the services provided by Fay Kaina RD, I hereby give consent for Fay Kaina to contact me and to collect and securely store my personal information as required to provide the services to which I have subscribed, and to communicate with me via the contact details provided to provide these services.

Your details will be held securely by Fay Kaina, in line with GDPR regulations. Further information on how we use your information can be found on the Privacy Policy, which is attached.

You can change your preferences at any time by contacting [faykainadietitian@gmail.com](mailto:faykainadietitian@gmail.com). If you no longer wish to hear from Fay Kaina, please contact [faykainadietitian@gmail.com](mailto:faykainadietitian@gmail.com), confirming your name and address and stating that you wish to unsubscribe from communications.