Nerak Global Nutrition Customer Privacy Notice

# Contact details

Email: info@nerakhealthnutrition.com

# What information we collect, use, and why

We collect and use personal information to provide nutrition and wellness coaching and support services:

- Name, address, and contact details

- Gender

- Date of birth

- Health information (including medical history, medical conditions, allergies, dietary needs, and symptoms)

- Information about care needs (such as disabilities, home environment, and general care requirements)

- Records of consultations, coaching sessions, and decisions

We collect or use the following personal information to comply with legal requirements:

- Name

- Contact information

- Financial information

We collect or use the following personal information for marketing or information updates:

- Name and contact details

- Marketing preferences

- Records of consent, where appropriate

We collect or use the following personal information to respond to enquiries, feedback, or complaints:

- Name and contact details

- Purchase or service history

- Financial transaction information

- Correspondence

# Lawful bases and data protection rights

Under UK data protection law, we must have a lawful basis for collecting and using your personal information. The bases we rely on include:

To provide services:

- Consent: You have given clear permission.

- Contract: We must process your data to fulfil a contract.

To comply with legal obligations:

- Legal obligation: We are required by law to retain certain information.

For marketing and information updates:

- Consent: You may opt in to receive communications and can withdraw at any time.

To handle queries, complaints or feedback:

- Consent

- Legitimate interests: To maintain quality and support services

 - Our legitimate interest: To respond to client enquiries in a professional and efficient manner, and to ensure quality of service and continuous improvement.

Your rights under UK GDPR include:

- Right to access

- Right to rectification

- Right to erasure

- Right to restriction

- Right to object

- Right to data portability

- Right to withdraw consent

To make a request, contact us using the email provided above. We will respond within one month.

# Where we get personal information from

- Directly from you

# How long we keep information

We retain personal information only as long as necessary to deliver our services and meet legal or professional obligations:

- Client records (including consultation notes and wellness plans): up to 6 years

- Emails and contact form submissions: deleted after 12 months

- Mailing list subscriptions: retained until you unsubscribe

We securely delete or anonymise data when it is no longer needed.

# Who we share information with

We share personal information with the following data processors:

- MailerLite – Email Marketing Platform (EU): Manages email newsletter and subscriber data.

- Google Workspace – Cloud Storage & Email (Global): Stores client communication, documents, and session notes securely.

We maintain a duty of confidentiality and will only share your health or personal information where:

- You have given consent (implied or explicit)

- We are legally required to do so (e.g., court orders)

- Public interest outweighs the duty of confidentiality (e.g., crime prevention)

# Sharing information outside the UK

Where necessary, we may transfer personal data outside the UK. When doing so, we ensure appropriate safeguards are in place under UK GDPR:

Organisation name: MailerLite

Category: Email marketing platform

Country: USA and EU

Transfer mechanism: Addendum to the EU Standard Contractual Clauses (SCCs)

Organisation name: Google Workspace

Category: Cloud storage provider

Country: Global (incl. USA)

Transfer mechanism: UK Data Bridge (Adequacy Regulations)

Where necessary, our processors may also transfer data outside the UK in compliance with these safeguards.

# How to complain

If you have any concerns about how we use your data, please contact us using the email above.

If you remain unsatisfied, you may contact the Information Commissioner’s Office:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline: 0303 123 1113

Website: https://www.ico.org.uk/make-a-complaint