

# Privacy & Confidentiality Policy

## Nurture Breastfeeding

Effective Date: 1 April 2025 (Updated 2026 compliance version)

## Policy Status

This Privacy Policy is the full version of the summary privacy information provided on my website.

It explains in detail how personal and health information is collected, used, stored, and protected when you use my services.

## 1. Data Controller

I am the data controller for your personal data.

### Nurture Breastfeeding

11 Kingsknowe Crescent

Edinburgh EH14 2JZ

Email: mo\_nurturebreastfeeding@hotmail.com

Phone: 07806 778011

## 2. Introduction

I am a sole practitioner lactation consultant. I am committed to protecting your privacy and handling your personal data lawfully, fairly, and transparently in accordance with UK data protection law, including UK GDPR and the Data (Use and Access) Act 2026.

All personal and health information is treated as strictly confidential.

## 3. Information I Collect

### Personal Information

- Name
- Contact details (phone, email, address)
- Appointment and communication history

### Health Information (Special Category Data)

- Pregnancy, birth, and postnatal history
- Infant feeding information
- Relevant medical history
- Any health-related information you choose to provide

## Limited Technical Information

- IP address (where applicable)
- Browser and device information
- Basic website interaction data

## 4. Purpose of Processing

I use your personal data only where necessary to:

- Provide lactation consultation and breastfeeding support
- Arrange and manage appointments
- Communicate with you about your care
- Maintain accurate professional records
- Meet legal, professional, and insurance obligations

## 5. Lawful Basis for Processing

Under UK GDPR, I rely on the following lawful bases:

- **Contract:** to provide the services requested
- **Legal obligation:** to comply with legal and regulatory requirements
- **Legitimate interests:** to operate and manage my sole practice
- **Special category data (health data):** Article 9(2)(h) – provision of health or social care treatment and management

## 6. Confidentiality and Disclosure

Your information is treated as confidential and will only be disclosed where necessary:

- With your explicit consent
- Where required by law or court order
- Where there is a safeguarding or serious safety concern
- With trusted service providers who support my business (e.g. email, payment processing, or hosting), under strict data protection agreements

I do not sell or share your data for marketing purposes.

## 7. Data Security

I take appropriate technical and organisational measures to protect your data, including:

- Password-protected systems
- Secure storage of electronic and/or paper records
- Restricted access (sole practitioner only)
- Regular review of data handling practices

Security measures are proportionate to the size and nature of my practice.

## 8. Data Retention

I retain personal and health data only for as long as necessary to:

- Provide care and support
- Comply with legal and professional obligations
- Resolve disputes or complaints

After this period, data is securely deleted or destroyed.

Retention periods may be extended where required by law or insurance obligations.

## 9. Your Rights

Under data protection law, you have the right to:

- Access the personal data I hold about you
- Request correction of inaccurate data
- Request deletion (where legally permitted)
- Object to or restrict certain types of processing
- Withdraw consent where applicable
- Request data portability where applicable

## 10. Data Protection Complaints Process

If you are unhappy with how your personal data has been handled, you may make a complaint using the contact details above.

Complaints will be handled as follows:

- I will acknowledge receipt within **30 calendar days**
- I will investigate the matter without undue delay
- I will make reasonable enquiries where necessary
- I will keep you informed where appropriate during the process
- I will provide a written outcome without undue delay once the investigation is complete
- Where appropriate, I will take steps to correct or improve data handling practices

Complaints are handled free of charge.

If you are not satisfied with my response, you have the right to complain to:

Information Commissioner's Office

Website: <https://ico.org.uk>

## **11. Changes to This Policy**

This policy may be updated from time to time to reflect changes in law, regulation, or practice. The most recent version will always apply.

## **12. Contact Details**

For any privacy or data protection queries:

**Nurture Breastfeeding**

11 Kingsknowe Crescent

Edinburgh EH14 2JZ

Email: [mo\\_nurturebreastfeeding@hotmail.com](mailto:mo_nurturebreastfeeding@hotmail.com)

Phone: 07806 778011