

## PRIVACY NOTICE

### General Information

The Zoe-Life Wellness Collective takes our responsibilities seriously with regards to the collection, processing and management of your personal data. We manage your personal data with respect always. We may update this Privacy Notice to comply with the new General Data Protection Regulations. We will do this by posting a new version on our website [www.zoe-life.co.uk](http://www.zoe-life.co.uk) and onto our clinic administrator platform. You should check this page occasionally to ensure you are happy with any changes.

Our website may contain links to other websites. We are not responsible for the privacy policies of any third-party websites.

*This Privacy Notice was last updated on the 5<sup>th</sup> of September 2025.*

### Personal Information

At various times during your interaction with the Wellness Collective, you will be asked to provide personal information. This document tells you what information we request and why we need it, what information is stored, and how we process it. This personal information is used solely for Clinic purposes with specific regards to your health and wellbeing. We do not sell your personal data to any 3rd party companies.

### Appointment Booking

The Clinic uses the [Cliniko](#) software which is used for booking appointments. We require your first name, last name and date of birth for identification purposes plus your email address and mobile telephone number to confirm your appointment.

With Appointment Booking we also send you booked appointment reminders via email and text message. The details you give us are safely and securely stored within Cliniko's software database.

### Your Initial Consultation

We require your first name, last name and date of birth so that we can identify your medical records correctly (as these are legal documents). Should your name or address change, it is important that you let us know so that we can ensure your records are kept up to date.

We are legally required to record essential clinical information that we take from you during your initial consultation and each subsequent appointment to enable us to make an accurate diagnosis of your problem(s) and to formulate an appropriate treatment and management plan OR to highlight contraindications to various treatments. These records are held in electronic form, and you may request a copy at any time.

We request your email address and telephone number(s) to contact you regarding your appointments or relating to your treatment at the Clinic. Should these details change, it is important that you let us know so that we can ensure your records are up to date.

You are not obliged to provide your email address or telephone contact details. And if, subsequently, you would like us to remove your email address and telephone number(s) from our database, let us know, and we shall do so within 10 working days. However, consent forms and acknowledgements are sent via email by default. If you should choose not to provide your email OR wish to remove your email, you may miss important details or instructions. Zoe-Life will do it's best to provide you with missed information within the session. Please note that, without contact information, we would be unable to contact you should we need to inform you of a change to your appointment if your practitioner is unavailable to see you, or we would be unable to send an email appointment reminder. If you choose not to receive an appointment email reminder, and you miss your appointment, you may be charged the full fee, for the missed appointment.

We would seek your consent prior to doing so but we may also use your personal details to contact you (by post, email or text) with information, such as newsletters, that you may find of interest regarding our services or of a general healthcare matter, or with requests for feedback. You should be provided with our Consent Form as part of your Initial Consultation which will be kept with your paper records. If you subsequently would like to withdraw your consent – simply let us know, and we shall stop doing so within 10 working days.

## Post-Consultation Patient Feedback

Requests for patient feedback are a vital part of the General Osteopathic Council's registration criteria and form part of the Continued Professional Development or CPD of the Osteopath providing you with your treatment. Additionally, statistical feedback regarding satisfaction and general comments is very valuable for us to update our clinic to accommodate additional patient needs and preferences. We would therefore potentially ask you for your

consent to participate in feedback for our various modalities. This will allow us to send you a short feedback survey, which will always occur of GDPR protected survey platforms.

## Private Medical Insurance and Referral Letters.

In addition to the personal data required for your Initial Consultation it may be necessary for us to request your full address so that we can invoice your private medical insurance. As well as your full address we will also require your Membership Number and your Authorisation Code.

Personal details including full addresses are often required for GP referral letters. As such, address information is an optional information to provide upon first consultation for ease of referral. Zoe-Life Wellness Collective will always gain consent before writing referrals.

## Your Medical Records

Your medical records are held in electronic form, and you may request a copy at any time. We aim to provide you with a copy within 10 working days of your request and will always comply with the statutory maximum of 30 days. There is no charge for a copy of these records.

Your medical records, and any correspondence such as referral letters and reports based on their contents are not shared with or passed on to any 3rd party, apart from: other healthcare professionals such as your GP or consultants; another practitioner in the event you relocate; if ownership of this practice passes to another practitioner; your insurance company or legal representatives in the case of a medical legal investigation.

We store copies of medical correspondence digitally which is stored either on Cliniko or in a secure OneDrive or Dropbox folder. Statutory minimum storage times are observed for medical records and associated correspondence which are 8 years after the date of your last appointment or 25 years of age if under 16 at the time of the last treatment.

## Your Consent

As part of your initial consultation you will be handed a Consent Form. This form allows you to control which additional services you would like that require the use of your personal information.

## Sharing Your Personal Data

At the Clinic we regularly use the following 3rd party applications. If you have not accessed these applications yourself, or if we have not verbally asked for permission to use these tools, we will obtain permission by way of the Consent Form:

- [Oligoscan](#) - We use this tool to provide Heavy Metal, Mineral and Vitamin reports.
- [Klaviyo](#) - We use Klaviyo mailing system for individuals who have signed up for our Flower Essence Newsletter.
- [Site123](#) - We use our website builder's internal mailing system to contact individuals who have signed up for the newsletter.
- [Heidi Health](#) - We occasionally use Heidi Health to transcribe patient notes during our consultations.

## Use of Our Website

We are committed to safeguarding the privacy of our website visitors, and we do not collect, store or use any personal data regarding your visit to this website. We do not use cookies on this website, and we do not send cookies which may be executed by your browser or on your computer's hard drive.

We use personal information that you may send to us via the [Contact](#) page in order to contact you only where necessary to respond to your query. We do not store nor process any such information, and we do not pass it on to any 3rd party.

## Contact

If you have any questions about this privacy policy or our treatment of your personal data, please write to us by email via our Contact page.

If you feel that Zoe-Life has not managed your personal information correctly, please contact us, and we shall endeavour to address your concern immediately. You also have the right to object to the Information Commissioner's Office at <https://ico.org.uk/concerns/> or by phone on 0303 123 1113.

Our [Information Commissioner's Office](#) registration number is ZB242155. Zoe-Life Wellness Collective is registered as ZOE-LIFE INTERNATIONAL (UK) LTD with Company's House, registration number 13417344.

For further information regarding the storage and processing of your personal data, or if you feel that there is an error in the data we hold, or if you would like us to remove your contact details from our database, please contact the Clinic via [zwellnensscollective@gmail.com](mailto:zwellnensscollective@gmail.com).