



Privacy Policy, Terms and Conditions

Privacy Policy:

Please find below details of our Privacy Policy in line with the new European Data Protection Legislation (25th May, 2018 – The “General Data Protection Regulation”). Isle Love Your Gut limited is registered the Isle of Man Information Commissioners. Isle Love Your Gut limited is committed to protecting your privacy and will only process personal confidential data in accordance with Data Protection Act 2018, the Data Protection (Application of GDPR) Order 2018, the Common Law Duty of Confidentiality and the Human Rights Act 2001. We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile. With your consent, we hold a limited amount of your personal data. All of your data is strictly for our use only. We can use the contact details you share with us to confirm your appointment and to let you know if there are any changes to your scheduled appointment.

We collect Non-personal and Personal Information for the following purposes:

To provide and operate the Services;

To provide our Users with ongoing customer assistance and technical support;

To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;

To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;

To comply with any applicable laws and regulations.

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com’s data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

We advise all our clients that any clinical data, letters, results, prescriptions and clinical notes will only be retained for as long as necessary.

At Isle Love Your Gut limited we are committed to protecting and respecting your privacy, however if for any reason there is a problem with the way we handle data, you can contact the Information Commissioners Office.

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

Information will be gathered by signing a terms of engagement form, during a consultation, through email, texts over the telephone or by post, by taking credit card and online payment.

This may include the following information:

basic details such as name, address, contact details and next of kin, details of contact we have had with you such as referrals and appointment requests, health information including your previous medical history, dietary, lifestyle, supplement and medicine details, biochemical test results, clinic notes and health improvement plans, GP contact information and bank details. We use this information in order to provide you with direct healthcare. This means that the legal basis of our holding your personal data is for legitimate interest.

Clients must inform Isle Love Your Gut limited of any immediate plans in gender reassignment, when this is



legally changed to ensure any records are changed accordingly.

We may share your information with biochemical testing companies as part of providing you with direct healthcare. We will not include any sensitive information.

If we believe that your life is in danger then we may pass your information onto an appropriate authority (such as the police, social services in the case of a child or vulnerable adult, or GP in case of self-harm) using the legal basis of vital interests.

We may share your case history in an anonymised form with our peers for the purpose of professional development. This may be at clinical supervision meetings, conferences, online forums, and through publishing in medical journals, trade magazines or online professional sites. We will seek your explicit consent before processing your data in this way.

Every individual has the right to see, amend, delete or have a copy, of data held that can identify you, with some exceptions. You do not need to give a reason to see your data.

Healthcare professionals who work with Isle Love Your Gut limited are supported by a medical secretary who will use your personal data only as instructed by your healthcare professional. This could include, for example, preparing letters about your care or liaising with you about appointments. In some circumstances, that medical secretary supports Isle Love Your Gut limited and they will handle your personal data in accordance with this Privacy Notice. However, in other circumstances the secretary may be employed other healthcare providers (private or NHS), or be self-employed. This means that your personal data may be handled by third parties at their sites. It is your healthcare professional's responsibility to inform you if their medical secretary is employed by a third party and the manner in which they will use your personal data (including where they are based). Isle Love Your Gut limited is not responsible for any use of your personal data by third parties.

Also, healthcare professionals who work with Isle Love Your Gut limited (including their medical secretaries) may process your personal data at a non-Isle Love Your Gut site (medical or non-medical).

If you want to access your data you must make a subject access request in writing to Isleloveyourgut@gmail.com. Under special circumstances, some information may be withheld. We shall respond within 20 working days from the point of receiving the request and all necessary information from you. Our response will include the details of the personal data we hold on you including:

- Sources from which we acquired the information
- The purposes of processing the information
- Persons or entities with whom we are sharing the information

You have the right, subject to exemptions, to ask to:

- Have your information deleted
- Have your information corrected or updated where it is no longer accurate
- Receive a copy of your personal data, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit that data to another controller, without hindrance from us
- Object at any time to the processing of personal data concerning you

We do not carry out any automated processing, which may lead to automated decision based on your personal data.

If you would like to invoke any of the above rights then please write to Isleloveygut@gmail.com.

What safeguards are in place to ensure data that identifies me is secure?

We only use information that may identify you in accordance with GDPR. This requires us to process personal data only if there is a legitimate basis for doing so and that any processing must be fair and lawful.

Within the health sector, we also have to follow the common law duty of confidence, which means that where identifiable information about you has been given in confidence, it should be treated as confidential and only shared for the purpose of providing direct healthcare. We will protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared.

We also ensure the information we hold is kept in secure locations, restrict access to information to authorised personnel only, protect personal and confidential information held on equipment such as laptops with encryption (which masks data so that unauthorised users cannot see or make sense of it). We ensure external data processors that support us are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

By accepting an appointment you consent to the following:

- Sharing of clinical letters and results with your GP practice and your local healthcare provider.



- For Isle Love Your Gut limited to refer you to hospital services for any required investigations currently not offered through Isle Love Your Gut.
- By submitting your questionnaire and in order to have assessment and treatment from Isle Love Your Gut limited you are agreeing to Isle Love Your Gut limited holding your personal data, including your health record, which includes clinical notes, prescriptions, test requests and results. You are also explicitly consenting to Isle Love Your Gut limited or any associated company processing any sensitive personal data relating to you. This may include medical reports as necessary, and through any products purchased through Isle Love Your Gut.
- For Isle Love Your Gut limited to access your health records from your local healthcare provider.

By agreeing to be tested you consent to the following:

- Sharing your data with external laboratories

Terms and Conditions and Client Agreement:

READ AND AGREE (ESSENTIAL FOR BOOKING) *

If you are suffering with severe illness or injuries please seek urgent GP referral to your local hospital or attend A&E. On booking your appointment please ensure you inform us if you require a chaperone. Examinations may include abdominal, chest, groin, rectal, skin and urethral examinations. The purpose of our business is to provide private consultations, investigations and treatment for people with gastrointestinal, respiratory, urological, and nephrology disorders. We also offer surgical consultations, minor surgery and vasectomies. We provide self-elected, investigations and self-care for a range of conditions, but at times may need to refer you on to external providers should we be unable to resolve your presenting complaint and / or manage your diagnosis. We also offer a separate general health screening through a range of blood tests which include screening for diabetes and heart disease (this is included in the health insurance consultations on request). We also offer weight loss programmes should you require any further assistance in resolving fatty liver disease. Isle Love Your Gut limited can offer screening for a range of conditions but these will be done through an external company, and as such Isle Love Your Gut limited cannot be held liable for any error in their lab reporting or data breaches. Complex patients may be referred onto local or UK specialists or to external agencies for further consultant review. We want to make sure that you fully understand what you have chosen and how the clinic works. Please do not skip this agreement – it is really important that you read this before agreeing to any consultations or investigations with us. Please make sure that you have read and understood this document carefully, before agreeing to these terms and signing this consent form at the bottom. If there are any parts which you do not understand, please ask for assistance. It is really important to us that you understand all of it before giving your consent.

When 'Isle Love Your Gut' or 'we' is mentioned, this refers to Isle Love Your Gut limited (registered in the Isle of Man number is 137230C), www.isleloveyourgut.com or Greg Manning, Director.

Important notice: Do not use Isle Love Your Gut if you have severe anxiety or depression or have any feelings of self-harm or harm to others - You should seek immediate medical attention from a doctor or a public hospital or call 999.

The Services We Offer:

- These consultations should not replace emergency treatment for urgent symptoms such as life threatening rectal bleeding.
- We provide self-elected, consultations and interventions to support people gastrointestinal disorders, weight loss therapy, minor surgery, urology, nephrology, respiratory, B12 injections, psychotherapy, capsule endoscopy, endoscopy, Fibroscan, vasectomy and health checks. Additional tests may be carried out at the discretion of Isle Love Your Gut Nurse Consultant or adequately trained and professionally registered practitioner as part of your consultations. We do offer nutritional testing and treatment for B12, folate, Vitamin D deficiencies. Isle Love Your Gut cannot be held accountable for external agency waiting times, data handling, assessment or treatment. Isle Love Your Gut cannot be held responsible for external agencies clinical care, data handling, investigations or assessments. Should the Nurse Consultant or other healthcare professional deem your treatment to fall outside of their scope of practice you may be refunded part of your consultation fee at the Nurse Consultant's discretion.
- Any patients found to have symptoms suggestive of cancer by your clinician you will be referred on a 2 week wait basis to the standard external agency pathways, however should you wish to have this sooner, this can be discussed and may be available privately. Isle Love Your Gut limited can provide a capsule endoscopy service for people concerned about intestinal cancers. Isle Love Your Gut limited cannot be held responsible for any of their waiting times or actions surrounding any referral.
- Any investigations requested by Isle Love Your Gut limited will be carried out using standard waiting times as



your local healthcare provider. Please note that some investigations can only be carried out for Isle of Man residents and you should enquire about this before booking. Any investigations suggested for remote/telemedicine consultations can be undertaken across the UK by our external providers, please bear in mind this will incur additional charges. Clients are reminded that they should arrange any investigations that are self-directed such as blood tests, breath tests or stool sample tests in a timely manner, in order to prevent any delay in diagnosis. Isle Love Your Gut limited cannot be liable for any such delays which lead to any terminal diagnosis.

- If anything concerns the Isle Love Your Gut Nurse Consultant or adequately trained and professionally registered practitioner during the consultation, then it will be communicated to you that you should go to your nearest hospital and it is your responsibility to do this.
- Clients are reminded that they are responsible for reading medication information leaflets that come with every medication prescribed or recommended to purchase. This includes being familiar with their side effects, how to take it effectively, interactions with current medication and risks associated with taking the medicine or medicines. Isle Love Your Gut limited will not be liable should any of these advertise drug reactions, side effects or interactions occur, and medication is taken at the client's risk.
- Medicines prescribed to you by Isle Love Your Gut Limited will be fully chargeable to the client, this includes any cost of the drug itself by a designated pharmacy. Isle Love Your Gut limited is not liable for any such prices of medication which is charged by pharmacies. It is recommended you shop around to get the best price for such medicines.
- You can decline examinations, treatments and / or investigations, however if you do, you accept that we may not be able to provide you with conclusive diagnosis or effective treatment plan. Isle Love Your Gut limited cannot be liable for any missed diagnosis should any of these examinations, investigations or treatments be declined.
- We will always endeavour to do our best to obtain the results of investigations in a timely manor. You are asked to contact us within a week of your tests if you have not received the results within a 7 day period.

Respect for Professionals:

- All consultations are undertaken by an experienced nurse consultant or adequately trained and professionally registered practitioner. We ask that you respect this fact and understand that they will always utilise all their skills and experience to obtain the best possible treatment plan in any circumstances, however clients are reminded that conditions can be individual in their presentations from patient to patient, therefore outcomes can vary in the effectiveness of each treatment.

Please note

- All consultations are to be paid for before the appointment.
- We reserve the right to modify or improve our service without prior notice.
- We do not allow any personal photography or video recordings to be carried out in the clinic. However please note that Isle Love Your Gut limited reserve the right to use telemedicine as part of consultations as required (telemedicine is defined as consultations via video call, where both parties can be seen on camera).
- You must be 16 years old or over.
- We shall not be responsible or liable for any injury, loss or damage to personal belongings of yours or any of your guests, whilst you are on our premises.
- We are not liable for any business losses as we only provide the services for domestic and private use.

You agree that You will not use Isle Love Your Gut if any of the following applies:

(a) You need urgent medical attention;

(b) You are under the age of 16

(c) You are a Vulnerable person, namely a person who has been admitted to a somatic or psychiatric hospital, casualty ward or similar institution due to a mental illness of any kind, or who has been diagnosed with or has received treatment for one or more of the following illnesses or comparable illnesses without having been admitted to a hospital:

(i) schizophrenia;

(ii) multiple personality disorder;

(iii) borderline (borderline psychosis);

(iv) psychosis.

- If we have to delay or amend the date or time of your appointment due to an event outside our control, then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. As examples, this may be as a result of any technical issues, changes in law or regulatory



requirements. Provided that we do this, we will not be liable for delays caused by the event. If there is a risk of substantial delay you may contact us to request a refund for any services you have paid for, but not received. Should you need to re-arrange an appointment for another date and time you may still be charged for the cancellation or re-booking at the full consultation price, but this is at the discretion of Isle Love Your Gut limited.

"Isle Love Your Gut" and "Manning Medics" is a business name of Isle Love Your Gut Limited, registered in the Isle of Man number 137230C. Registered office: 2 Eastfield Gardens, Bride Road, Ramsey, Isle of Man. Director: Greg Manning.

Registered with the Isle of Man Information Commissioner, number R003480.