



Manning Medics / Isle Love Your Gut Limited- Privacy Policy, Consent, Terms and Conditions

Privacy Policy and Consent

We collect and process your personal and health data to provide medical care. By booking, you consent to your data being used and shared with relevant providers. You have rights to access and control your data.

By accepting an appointment you consent to the following:

- Sharing of clinical letters and results with your GP practice and your local healthcare provider.
- Referral to hospital services or external providers where required.
- Holding and processing of your personal and sensitive health data including clinical notes, prescriptions, test results and reports.

Private Health Insurance Sharing

If you choose to use private health insurance, we may share relevant medical and personal information with your insurer to support authorisation, treatment, and claims processing. We will only share the minimum necessary information and only where required for your care or with your consent.

Use of Manx Care Services

Manning Medics rent rooms from Manx Care to carry out consultations.

Manning Medics may utilise administrative and clinical support services provided by Manx Care in connection with your care.

This may include:

Preparation and typing of clinical letters

Processing and sending correspondence to you and your GP

Arranging investigations and communicating results

Where this occurs:

Only the minimum necessary information will be shared

Manx Care will act as a data processor or independent controller as appropriate



All data handling will be in accordance with applicable data protection legislation and confidentiality obligations

By engaging our services, you acknowledge and consent to your information being processed in this way where necessary for your care.

By submitting your questionnaire and booking, you explicitly consent to the processing of sensitive personal data for the purpose of providing medical care.

Legal Basis and Compliance

We comply with:

- Isle of Man Data Protection Act 2018
- Data Protection (Application of GDPR) Order 2018
- Common Law Duty of Confidentiality
- Human Rights Act 2001

Data Collection

We collect:

- Personal details (name, address, DOB, contact details)
- Medical history and health information
- Lifestyle, dietary and medication information
- Test results and clinical notes
- Appointment and communication records
- Payment details

Data Use

We use your data to:

- Provide healthcare and treatment
- Arrange investigations and referrals
- Communicate appointments and results
- Maintain accurate records



Data Sharing

We may share your data with:

- GP practices
- Local healthcare providers such as Manx Care
- Laboratories and diagnostic services
- External specialists

We only share data necessary for your care.

Emergency Disclosure

If there is risk to life or safeguarding concerns, data may be shared without consent under vital interests.

Legal Basis for Processing

We process your personal data under the following lawful bases:

1. Provision of healthcare (Article 6(1)(b) and/or 6(1)(e) as applicable)
2. Legitimate interests in managing and operating our services
3. Legal obligations where required

We process special category (health) data under:

1. Article 9(2)(h) – provision of health or social care
2. Explicit consent, where required

Data Security

We ensure:

- Secure storage systems
- Restricted access
- Encryption of devices
- GDPR-compliant third-party processors

International Data Transfers

Some of the systems we use to store and process data may transfer data outside the Isle of Man or UK. Where this occurs, appropriate safeguards are in place to ensure your data is protected in accordance with data protection law.



Communication Methods

We may communicate with you via telephone, email, SMS, WhatsApp, or other messaging platforms. While we take reasonable steps to protect your information, these methods may carry inherent risks, and you accept these risks by choosing to communicate with us in this way.

Data Retention

We retain clinical records in accordance with recognised healthcare standards, typically for a minimum of 8 years from the date of last treatment (or longer where clinically or legally required).

Administrative and financial records are retained in line with statutory requirements.

Complaints

If you are unhappy with how your data is handled, you have the right to lodge a complaint with the Isle of Man Information Commissioner.

We encourage you to contact us in the first instance so we can resolve any concerns.

Your Rights

You have the right to:

- Access your data
- Request correction or deletion
- Object to processing
- Request data portability
- Request restriction of processing in certain circumstances
- Withdraw consent at any time (where processing is based on consent), without affecting the lawfulness of processing carried out prior to withdrawal

Requests must be made in writing.

Subject Access Requests

Manning Medics / Isle Love Your Gut Limited acts as the **Data Controller** for your personal data.

Contact email: Isleloveyourgut@gmail.com



We will respond within required timeframes and provide:

- Data held
- Source of data
- Purpose of processing
- Data sharing details

We may require proof of identity before releasing personal data.

Terms and Conditions

- Services are private consultations and do not replace emergency care.
- External providers are responsible for their own services and data handling.
- Patients must follow medical advice and seek urgent care where advised.
- We are not liable for delays, third-party actions, or declined investigations.
- All appointments must be paid in advance unless using private health insurance.

Insurance and Consultation Fees

Where a patient is covered by private medical insurance, Manning Medics / Isle Love Your Gut Limited may invoice the insurer directly for services provided, subject to the insurer's individual terms and conditions.

Consultation fees charged by Manning Medics may exceed the reimbursement rates set by certain insurers, including AXA.

In such circumstances:

- The insurer will be invoiced up to the maximum amount permitted under their agreed fee schedule
- The patient remains personally responsible for any shortfall between the insurer's reimbursement and the full consultation fee charged

For patients insured with AXA, the standard consultation fee is **£325**, and any difference between the AXA reimbursement and this fee will be payable by the patient.

For other insurers, consultations are generally billed on a **fee-assured basis**, meaning no additional charge is payable by the patient unless otherwise agreed in advance.

Consultation fees for insured patients may vary depending on the insurer but will not exceed **£399**, unless explicitly agreed with the patient prior to the appointment.



Patient Responsibility

By booking an appointment, you acknowledge and agree that:

- You have been informed of the applicable consultation fee
- You accept full responsibility for any fees not covered by your insurer
- You understand that your insurance policy may include exclusions, limits, and/or an excess (policy deductible), all of which are outside the control of Manning Medics. You remain responsible for payment of any applicable excess in addition to any shortfall between your insurer's reimbursement and the full consultation fee. These amounts are separate and may both be payable.
- Manning Medics accepts no responsibility for any decisions made by your insurer regarding authorisation or payment

Any outstanding balance remains the responsibility of the patient, regardless of insurance status.

Non-Payment

In the event that an insurer declines payment, delays payment, or pays less than the invoiced amount:

- The outstanding balance will become immediately payable by the client
- Failure to settle outstanding invoices may result in further action, including referral to a debt recovery agency and/or legal proceedings

Agreement

By proceeding with a booking and/or payment, you confirm that:

- You have read and understood this section
- You accept responsibility for all applicable charges, including any shortfall
- You agree that this forms part of a legally binding agreement between you and Manning Medics / Isle Love Your Gut Limited

Isle Love Your Gut, registered in the Isle of Man number 38049A Registered office: 2 Eastfield Gardens, Bride Road, Ramsey, Isle of Man. Director: Greg Manning.

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