

Privacy policy



Food Allergy Nottingham Service (FANS) is committed to protecting and respecting your privacy. This policy (together with our website terms and conditions) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. FANS is registered with the data protection registry as required by law to protect processing of personal information. For the purpose of the Data Protection Act, 1998 (the Act), we are the data controller and we can be contacted on our [contact page](#)

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Information we may collect from you

We may collect and process the following data about you:

- Information that you provide by filling in forms on our website (www.foodallergynottingham.co.uk)
This includes information provided by:
 - completing the online allergy assessment (child's name, date of birth, gender, growth data, symptoms, other health professionals involved) and subsequent registering with our service (parent/ carer's name, address, GP details, email address, phone number)
 - completion of our online or downloadable FANS referral form, or a referral letter by a GP or paediatrician
 - completion of our contact and feedback forms (name, phone number and email address)

- Information relevant to customer service:
 - quotes and payment transactions
 - information provided in the lead up to an initial consultation and subsequent information gathering as part of clinical record keeping about your child and family
 - posting of material
 - email communications

- Information relevant to research:
This includes information obtained from:
 - the online allergy assessment
 - medical referral form/ letter
 - outcomes relating to allergic symptoms resulting from dietetic intervention from birth to 2 years of age.

- Details of your visits to our site via cookies, including, but not limited to, traffic data, location data, weblogs and other communication data and resources that you access.

Consent

By completing FANS forms, registering or engaging with the service, we assume that you are consenting to your information being used as outlined in this privacy policy.

Your information will not be included in the research database unless you have formally consented to participate in the research project. You will be provided with information to clarify what this involvement will entail once the research project has commenced.

Cookies

Our site uses cookies. A cookie is a small text file placed on your computer or mobile phone which helps to analyse web traffic or allows web applications to respond to you as an individual. This helps us to provide you with a good experience when you browse our site and also allows us to improve our site.

Our cookies help us:

- Make our website work as you'd expect
- Remember your settings during and between visits
- Improve the speed/security of the site
- Allow you to share pages with social networks like LinkedIn, Twitter and Facebook
- Continuously improve our website for you

A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of our website. For further information, visit www.aboutcookies.org or www.allaboutcookies.org

We are not in control of the delivery of cookies from service providers such as Google Analytics and YouTube. Any comments or questions that you may have should be raised with the originator of those cookies.

Your use of this site is taken as consent to the placing of cookies on your system.

Where we store your personal data

Any information submitted to FANS online will be encrypted and stored on a database held on a secure server in the UK, until a member of FANS staff downloads the information in an unencrypted form. Clinical records and downloaded information will be stored electronically on encrypted hardware at source.

The online allergy assessment report which contains the child's name, date of birth and symptoms will be emailed to the parent/ carer in an unencrypted form due to risk of information otherwise being lost. Any other information containing patient data will not be emailed. Clinical data may be posted or faxed to GP's and other health professionals involved in the child's care, to support a seamless service and optimise patient care. Procedures are in place to ensure the correct fax number, and confirm that it has been successfully received.

By submitting your personal data, you agree to this transfer, storing or processing of data. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. Your data will be stored against the registration number that you will receive following completion of the online allergy assessment. Patient identifiable information will be kept separate from the information held on the database.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. When you access our website all data will be encrypted using SSL. We cannot however be held responsible for any interception or breach of data that occurs either via your equipment, through your choice of internet supplier or within any third party between your computer and our server. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Uses made of the information

We use information held about you in the following ways:

- To carry out our obligations arising from any clinical commitments entered into between you and us
- To form part of the research database, but only if formal consent has been given for the data to be used in this way
- To ensure that content from our website is presented in the most effective manner for you and for your computer
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

If you are an existing customer or registered user, we will only contact you by electronic means (e-mail or SMS) with information about goods, services, material and other information similar to those which were the subject of a previous arrangement with you.

We will not sell, distribute or lease your personal information to any party not directly involved in your child's medical care, unless required by law to do so.

Links to other websites

Our website contains links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Access to information

The Data Protection Act, 1998 gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. If you would like a copy of some or all of your personal information, please email us via the [contact page](#). Any access request may be subject to a small fee to meet our costs in providing you with details of the information we hold about you.

If you believe that any information we are holding on you is incorrect or incomplete, please let us know as soon as possible. We will promptly correct any information found to be incorrect.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. This privacy policy was last updated on 8th October 2013.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be emailed using our [contact page](#).