



TERMS OF ENGAGEMENT BETWEEN THE NUTRITIONAL THERAPIST AND THE CLIENT

I understand and take note of the following:

PART 1

The Nutritional Therapy Descriptor

Nutritional therapy is the application of nutrition and lifestyle medicine sciences in the promotion of health, peak performance, and individual care. Registered Nutritional Therapy Practitioners assess and identify potential nutritional imbalances and understand how these may contribute to an individual's symptoms and health concerns. This approach allows them to work with individuals to address nutritional imbalance and help support the body towards maintaining health.

Nutritional therapy is recognised as a complementary medicine and is relevant for individuals with chronic conditions, as well as those looking for support to enhance their health and well-being. Practitioners consider each individual to be unique and recommend personalised nutrition and lifestyle programmes rather than a 'one size fits all' approach.

Practitioners never recommend nutritional therapy as a replacement for medical advice and always refer any client with 'red flag' signs or symptoms to their medical professional. They frequently work alongside medical professionals and will communicate with other healthcare professionals involved in the client's care to explain any nutritional therapy programme that has been provided.

The Nutritional Therapy (NT) Practitioner requests that the Client notes the following:

- The degree of benefit obtainable from nutritional therapy may vary between clients with similar health problems and following a similar nutritional therapy programme.
- Nutrition and lifestyle recommendations will be tailored to support health conditions and/or health concerns identified and agreed between both parties.
- NTs are not permitted to diagnose or claim to treat, medical conditions.
- NTs' recommendations are not a substitute for professional medical advice and/or treatment.
- Your NT may recommend food supplements and/or functional testing as part of your nutritional therapy programme and may receive a commission on these products or services.
- Standards of professional practice in nutritional therapy are governed by the Complementary and Natural Healthcare Council (CNHC) Code of Conduct, Ethics and Performance (UK).
- This document only covers the practice of nutritional therapy within this consultation, and your practitioner will make it clear if he or she intends to provide services that are outside the scope of nutritional therapy practice.

The Client understands and agrees to the following:

- I am responsible for contacting my doctor (or general practitioner, GP) about any health concerns.
- If I am receiving treatment from my doctor, or any other medical provider, I should tell him/her about any nutritional recommendations provided by my NT. This is necessary because of any possible reaction between medication and the nutritional programme.



- It is important that I tell my NT about any medical diagnosis, medication, herbal medicine or food supplements I am taking as this may affect the nutritional programme.
- If I am unclear about the agreed nutritional therapy programme/food supplement doses/time period, I should contact my NT promptly for clarification.
- I understand that the recommendations are personal to me and may not be appropriate for others.
- I must contact my NT should I wish to continue any specified supplement programme for longer than the originally agreed period, to avoid any potential adverse reactions.
- Recording consultations using any form of electronic media is not allowed without the written permission of both me and my NT.
- It is my responsibility to ensure I have a working internet connection for online appointments. If I am unable to connect as scheduled, the appointment is considered a 'no show' and charged in full.

Confidentiality and Data Protection

The Registered Nutritional Therapy Practitioner will keep your personal information confidential and secure following the UK, EU GDPR and Swiss (nFADP) GDPR guidelines for the practice. The NT will not share your information with third parties without your consent. However, if the NT believes there is a risk of significant harm to yourself or another person, the NT may pass the information to an appropriate authority using the legal basis of vital interest. A separate Privacy and Consent Notice is available for your review.

The NT will not use WhatsApp or email to share personal data. Practice Better, a client management system that operates to GDPR, may be used to facilitate secure communications. If the client chooses to share personal data via other means, this will be their responsibility in which case, the NT will delete all chats and e-mail from their devices.

In the situation, where a client's personal information is communicated outside and separately to the Practice Better platform (with the client's consent), such as in the case of communication with a General Practitioner (i.e. a doctor), this will be done through encryption. Any interim storage of data for this purpose will be held on a separate encrypted external disk held securely by the NT. Data will be deleted from this disk following upload to Practice Better with the consent of the client.

Practice Better Platform

For an overview see: <https://help.practicebetter.io/hc/en-us/articles/360002326671-GDPR-and-Practice-Better-Overview>

Consent to store data form on Practice Better from EU, UK, and Swiss clients: All clients need to consent to store data on Practice Better platform at the time of booking within the platform. The NT will send you this form.

Data stored on Practice Better is compliant with HIPAA, PIPEDA, PHIPA, and GDPR (UK and EU GDPR, SWISS) and is not shared with third parties. Personal data may be downloaded by the client from Practice Better. Payments processed through Practice Better are done in a PCI-compliant

manner. They process subscription payments via Stripe and payments via integrations with Stripe and Square, both PCI Level 1 Service Providers. The clients' credit card data is not stored on Practice Better's servers. For further details, please see:

<https://help.practicebetter.io/hc/en-us/articles/234814027-Privacy-and-Security-on-Practice-Better>.

Practice Better includes security details in messages sent to you to help protect your privacy and personal health information (PHI). See the following link for further information:



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<https://help.practicebetter.io/hc/en-us/articles/236122407-Security-Details-in-Practice-Better-Emails>.

If you are using Practice Better as a client, Practice Better will **include your full name, email address and the name of your practitioner in the footer of every email**. "Phishing" emails often look very similar to authentic ones, but they likely would not contain this personalized information. They may also contain links that direct you to malicious sites or applications. While the presence of this security footer message alone does not guarantee an email is authentic, it does give you an added assurance that the email originated from Practice Better and your practitioner. **If you have any doubts about the origin or authenticity of an email, open a new web browser window and go directly to my.practicebetter.io to check your Notifications.** Please contact help@practicebetter.io if you believe someone is impersonating your practitioner.

Practice Better and using Google sign-in and privacy:

<https://help.practicebetter.io/hc/en-us/articles/115000660852-Using-Google-Account-Sign-In>

Is my data stored and transmitted securely in Practice Better? See link below:

<https://help.practicebetter.io/hc/en-us/articles/360024615431-Privacy-Security-FAQ>

PART 2

Payment Terms and Cancellation Policy

Fees are agreed in advance of the appointment and are paid in full in advance of an online appointment. Package fees are paid in full in advance of the first appointment. Payments can be made by bank transfer, credit or debit card. There is a monthly payment option for packages agreed of 12 weeks and onwards duration (excluding tests) at the discretion of the NT.

Appointments cancelled with less than 48 hours' notice and 'no shows' will be charged in full.

In the case of advance payments for services, you have the right to cancel this Agreement within 14 days of the purchase without penalty ('Cooling-off Period'). If you wish to terminate the agreement within the 14-day Cooling-off Period, you must do so in writing to contact@nutriahita.co.uk. The NT will refund any monies paid, before cancelling this Agreement. If the services have commenced during the 14-day Cooling-off Period, the NT will refund any monies due to you for services not yet provided. The refund payment will be made within 14 days of cancellation.

We understand the above and agree that our professional relationship will be based on the content of this Agreement. We declare that all the information we share during this professional relationship is confidential and to the best of our knowledge is true and correct.

Client Name: _____

Client Signature: _____

Date: _____

NT Name: _____

NT Signature: _____

Date: _____