

Privacy Policy for Reeves Diets — Website Privacy Notice

Last updated: June 2026

Who we are

This website is operated by Liane Reeves, Registered Dietitian, providing specialist allergy, gastroenterology and hypnotherapy services in Wantage, Oxfordshire, UK and online. Liane Reeves is the data controller for the personal data collected through this website.

If you have any questions about this policy or how your data is handled, you can contact us at info@reevesdiets.co.uk.

What this policy covers

This policy explains how we collect and use personal data when you visit this website and use the contact form. It does not cover the handling of your clinical notes, appointment records, or payment information once you become a client — that information is managed through Halaxy, our practice management platform, which acts as a separate data controller for that purpose. Please see Section 6 below for more detail.

Information we collect via this website

When you use the contact form on this site, we collect:

- Your name
- Your email address and/or phone number
- Any other information you choose to include in your message

We do not use cookies, analytics, or tracking technologies on this website, and we do not collect any data automatically beyond what you submit yourself through the form.

How we use your information

We use the information you provide through the contact form to:

- Respond to your enquiry
- Discuss whether our services may be suitable for you
- Arrange an initial appointment, where relevant

We will not use your contact details for marketing unless you separately give us permission to do so.

Our legal basis for processing

Under UK GDPR and EU GDPR, we rely on the following legal bases:

- Legitimate interests — to respond to enquiries you send us
- Consent — where you provide health-related information in your enquiry, or agree to be contacted for marketing purposes

- Contract / preparation for a contract — where your enquiry is a step towards arranging dietetic services

If your message includes details about your health, this counts as “special category data” under data protection law. By submitting this information voluntarily, you are providing your explicit consent for us to use it to respond to your enquiry.

Third party cookies

These are used by third parties (such as Google, Facebook and Twitter) to enable social sharing functionality. Some third parties use their cookies for advertising purposes. We have no control over these cookies. To find out more, you can consult [Google's Privacy Policy](#), [Facebook's Data Policy](#) and [Twitter's Privacy Policy](#) where you may have the option to opt out of their data collection.

You can control your acceptance or blocking of cookies in the preferences of your web browser. In addition, you can increase your control of cookies by using one of the many browser extensions available, such as [Ghostery](#) or [Disconnect](#). However, please be aware that blocking cookies may affect your ability to use this website.

SSL / HTTPS

To authenticate the identity of this website and protect the privacy and integrity of all data while in transit, this website is encrypted using Secure Socket Layer. You can see this from the padlock symbol shown in your browser.

Server Logs

As with all websites, log files are maintained and analysed of all requests for files on this website's servers. Log files do not capture personal information but do record your IP address, browser type and version, the website through which you reached us (Referrer URL), the pages you visit and the date & time of those visits.

No attempt will be made to track or identify individual users unless we have a reason to suspect that a user is attempting to gain unauthorised access. We reserve the right to attempt to identify and track any individual who is reasonably suspected of trying to gain unauthorised access to this website. All log file information is kept secure and no access to raw log files is given to any third party.

Halaxy — client records and payments

If you become a client, your clinical notes, appointment history, and payment details are held and processed using Halaxy, a third-party practice management platform.

Halaxy acts as a data controller (or processor, depending on the specific service) in its own right for this information. Its collection, storage, and use of your data is governed by Halaxy's own privacy policy and terms, which we encourage you to read: <https://www.halaxy.com/privacy/au>.

We do not separately store copies of your clinical notes or payment information outside of Halaxy.

Emails sent via Halaxy: Messages are protected during transmission using TLS/SSL. Standard email protocols mean that once the email reaches the recipient's standard email provider (like Gmail or Outlook), it is no longer protected by Halaxy's systems.

Recording of consultations

We use Heidi (<https://www.heidihealth.com/en-gb>) an AI transcribing tool during consultations to help ensure that I have collected information correctly and to prepare letters. Heidi is open in a separate browser, is not linked directly to patient notes and transcripts are deleted following the consultation. Your name and identifiable information is not recorded.

Sharing your information

We do not sell or rent your personal data. We may share information with:

- Halaxy, for the purposes described above
- Other healthcare professionals involved in your care, where relevant and with your consent (e.g. your GP or Consultant)
- Professional bodies, insurers, or legal authorities, where we are required to do so by law

How long we keep your information

Contact form enquiries that do not lead to an appointment are kept for no longer than one year after which they are deleted.

If you become a client, your records held in Halaxy are retained in line with our professional body's guidance (the British Dietetic Association / Health and Care Professions Council who recommend retaining adult health records for 7 years).

Your rights

Under UK and EU GDPR, you have the right to:

- Access the personal data we hold about you
- Ask us to correct inaccurate data
- Ask us to delete your data, in certain circumstances
- Object to or restrict our processing of your data
- Withdraw consent at any time, where consent is our legal basis
- Lodge a complaint with a supervisory authority

To exercise any of these rights, please contact us at info@reevesdiets.co.uk. For data held in Halaxy, you may also be able to exercise some of these rights directly through Halaxy.

Supervisory authority

If you are unhappy with how we have handled your personal data, you have the right to complain to:

- The UK: Information Commissioner's Office (ICO) — ico.org.uk

International transfers

Where data is processed by Halaxy or other third-party providers, your information may be transferred to and stored on servers outside the UK or EU. Where this happens, appropriate safeguards (such as standard contractual clauses) should be in place. Please check Halaxy's own policy for details of where they store and process data.

Children

This website and our services are intended for adults. We do not knowingly collect personal data from children through this website.

Changes to this policy

We may update this policy from time to time. The “last updated” date at the top of this page shows when it was last revised.

Contact us

If you have any questions about this policy or your personal data, please contact:

Liane Reeves

Email: info@reevesdiets.co.uk

Address: Wantage Osteopathic Practice, 1 Church Street, Wantage. OX12 8BL.