

Privacy Policy

Effective Date: 1 January 2025

Manal Nutritionist ("we," "us," or "our") is committed to protecting the privacy and security of your personal data. This Privacy Policy explains how we collect, use, and protect your data in compliance with the **General Data Protection Regulation (GDPR)** and other applicable privacy laws.

1. Data Controller

Manal Nutritionist acts as the Data Controller for the personal data we collect and process.

If you have any questions or concerns about this policy or your data, please contact us at:
Email: contact@manalnutritionist.com

2. Data Collection and Use

We collect and process personal data necessary to provide our services. This includes:

- **Personal Information:** Name, email address, phone number, and address.
- **Health Information:** Data provided in intake forms (e.g., weight, height, dietary preferences) to create personalized nutrition plans.
- **Payment Information:** Processed securely via **Stripe** (we do not store payment details directly).

We collect this data to:

- Deliver services to you (e.g., personalized nutrition plans).
- Communicate with you (e.g., check-ins, updates).
- Fulfill legal and financial obligations (e.g., tax compliance).

3. Data Storage

We use trusted third-party platforms to store and process your data:

- **Zenfit:** For secure storage of client information, including intake forms and progress tracking.
- **Stripe:** For secure payment processing.

Both platforms comply with GDPR and have their own privacy policies governing how they process data.

4. Legal Basis for Processing

We process your data based on:

- **Consent:** You provide explicit consent when you sign up for our services.
- **Contractual Obligation:** To deliver the agreed-upon services.
- **Legitimate Interests:** To improve our services and respond to inquiries.

5. Data Retention

We retain your personal data only as long as necessary to fulfill the purposes for which it was collected:

- **Client data:** Retained for the duration of your subscription and up to 6 months afterward for administrative purposes.
- **Payment data:** Retained in accordance with legal and tax obligations.

6. Data Sharing

We do not sell or share your data with third parties except for:

- **Stripe and Zenfit**, as necessary for payment processing and service delivery.
- Legal authorities, if required by law.

7. Your Rights

Under the GDPR, you have the following rights regarding your personal data:

- **Access:** Request access to your data.
- **Correction:** Correct inaccuracies in your data.
- **Erasure:** Request deletion of your data (subject to legal and contractual obligations).
- **Restriction:** Limit how your data is processed.
- **Portability:** Receive a copy of your data in a portable format.
- **Objection:** Object to the processing of your data.

To exercise these rights, please contact us at contact@manalnutritionist.com.

8. Data Protection Measures

We implement strict measures to protect your data, including:

- Encrypted storage on secure platforms (Zenfit and Stripe).
- Restricted access to sensitive data.
- Regular reviews of data security practices.

9. International Data Transfers

Your data may be processed outside the EU through third-party platforms. These platforms comply with GDPR by implementing appropriate safeguards, such as standard contractual clauses.

10. Updates to This Policy

We may update this Privacy Policy to reflect changes in regulations or services. The updated version will be posted on our website, and the effective date will be revised.

11. Complaints

If you believe your data has been misused, you have the right to file a complaint with your local data protection authority.