

Privacy Policy

Privacy of Personal Information

At Robin Glance Nutrition, the privacy and protection of your personal information is of the utmost importance. The trust placed in us by our clients is vital to our success, and we are committed to handling personal information responsibly and transparently. This policy outlines how we collect, use, and disclose personal information in compliance with applicable law.

What is Personal Health Information?

Personal health information includes any information about an identifiable individual that relates to their physical, nutritional, or mental health, as well as information related to the provision of healthcare. This includes, but is not limited to, family health history, medical conditions, and personal social situations.

Why We Collect Personal Health Information

We collect, use, and disclose personal health information to provide you with nutrition counseling services, tailored to your specific needs. The primary purposes of collecting this information include:

- Assessing your nutrition needs based on your health history and social context;
- Providing ongoing care and monitoring any changes over time;
- Complying with our professional and legal obligations, including those set by the Ordre des diététistes-nutritionnistes du Québec;
- Administrative purposes such as obtaining payment for services and managing our programs; and
- Sending clients relevant updates or newsletters about our services, events, or special offers.

Consent for Collection and Use of Personal Information

We will always obtain your consent before collecting, using, or disclosing your personal health information, except where otherwise permitted or required by law. Your consent can be withdrawn at any time by contacting us directly.

Our Commitment to Transparency

We are dedicated to being transparent about how your personal information is handled. This Privacy Policy is available on our website and at our office. Should you have any questions or concerns, we encourage you to contact us for further clarification.

Personal Data Collected Online

When visiting our website, we collect non-identifiable information, such as:

- **Log Data:** Information like your IP address, browser type, pages visited, and duration of visits.
- **Cookies:** We use cookies to enhance your experience. These may include third-party cookies for services like Google Analytics. You have the right to control cookie preferences by managing them in your browser settings.

We do not track or collect personal information without your explicit consent. Any data collected through forms on our website is handled securely and is only accessible by authorized personnel.

Third-Party Services and Data Transfers

We use third-party services such as web hosting providers and analytics tools (e.g., Google Analytics). These providers may process data on our behalf, but we ensure that they adhere to data protection standards that comply with Quebec's privacy laws. We do not transfer your personal information outside Quebec without your consent, and when data is processed outside Quebec, we ensure compliance with cross-border data transfer regulations.

Retention of Personal Health Information

We retain personal health information for at least 10 years from the last interaction or until a client turns 18 (whichever is later) to meet our legal and professional obligations. Should you wish for your information to be removed, you may request its deletion at any time, subject to legal requirements. When we no longer need your information, we securely destroy paper records by shredding and electronic records by deleting or overwriting them to ensure they cannot be restored.

Your Rights

You have the following rights regarding your personal information:

- **Access:** You can request access to the personal information we hold about you at any time, and we will provide it in a readable format.
- **Correction:** If any of the information we hold is inaccurate, you have the right to request corrections.
- **Data Portability:** Upon request, we can provide your data in a structured and commonly used format.

Security of Personal Information

We take every measure to protect your personal information:

- Paper files are stored in locked, secure areas.
- Electronic records are protected by encryption and strong passwords.
- Mobile devices containing personal health information are encrypted.
- Only authorized staff and service providers have access to personal information, and they are trained in handling it responsibly.

In the event of a data breach that presents a risk of serious harm, we will notify you and the CAI as required by law.

Updates to this Policy

This policy may be updated periodically to reflect changes in our practices or legal requirements. The most current version will always be available on our website and at our office.

Contact Us

For any questions, concerns, or requests related to this Privacy Policy, please contact us at:

Robin Glance Nutrition

Email: robin@robinglancenutrition.com

Website: <https://www.robinglancenutrition.com>