

# Terms of Service & Client Disclaimer



## **TERMS OF SERVICE & CLIENT DISCLAIMER**

### **For Clients of Emel Gunay (The Bloodreader)**

These Terms of Service explain how I work, what you can expect from me, and what I expect from you. By booking a consultation or using my services, you acknowledge that you understand and agree to the following.

---

#### **1. Nature of Services**

I provide nutritional therapy, functional analysis, lifestyle guidance and wellbeing support.

I also offer integrative approaches that may include mind-body practices, emotional well-being tools and intuitive guidance as part of the overall programme.

I do **not**:

- diagnose medical conditions
- prescribe medication
- provide medical treatment
- replace the role of your GP or specialist

My work complements medical care. It does not substitute it.

You agree to continue medical care with your GP and keep them informed about any significant health changes.

---

#### **2. Scope of Practice (Integrated Disclaimer)**

To avoid confusion and to keep both of us safe and aligned:

**You acknowledge that:**

- Nutritional therapy is not a medical service.
- Functional tests (blood, stool, hormone, metabolic) are used to support nutritional and lifestyle insights, not diagnose disease.
- Recommendations I provide relate to nutrition, lifestyle, mindset and wellbeing.
- Results vary between individuals, and no particular outcome can be guaranteed.
- Any intuitive or integrative components are optional and used solely for personal growth, regulation and wellbeing.

**You agree that:**

- You remain responsible for your own health decisions.
- You will inform me:
  - of any diagnosis
  - any medication
  - supplements
  - new symptoms
  - significant physical or emotional changes
- You will consult your GP or emergency services if needed.

I do not provide crisis or emergency support.

---

**3. Your Responsibilities as a Client**

For best results, you agree to:

- Be honest and accurate in the information you provide.

- Communicate openly about symptoms, changes or concerns.
- Engage with recommendations at your own pace and discretion.
- Use supplements and lifestyle changes responsibly.
- Tell your GP about any significant health changes.
- Ask questions whenever something feels unclear or overwhelming.

You are encouraged to listen to your body at all times.

---

#### **4. My Responsibilities to You**

I will:

- Work within the boundaries of nutritional therapy and functional analysis.
  - Provide evidence-based, practitioner-level reasoning and guidance.
  - Ensure recommendations are personalised to your needs, goals and symptoms.
  - Maintain professional confidentiality and protect your data.
  - Refer you to medical professionals when something falls outside my scope.
  - Keep your wellbeing and safety at the centre of our work.
- 

#### **5. Payments, Refunds and Cancellations**

##### **Payments**

Payment is due at the time of booking unless pre-arranged otherwise.

##### **Cancellations**



You may reschedule up to **24 hours** before your session.  
Sessions cancelled with less than 24 hours' notice may be charged in full.

### **Refunds**

Once a consultation has been completed, fees are non-refundable.  
Refunds for testing kits follow the policies of the laboratory or provider, not my own.

---

## **6. Testing & Laboratories**

If you choose to use functional testing:

- You are responsible for ordering and paying via the test provider.
- I do not control laboratory turnaround times.
- Results are used to support nutritional and lifestyle recommendations only.
- I do not diagnose conditions from test results.

OMNOS and other laboratory platforms hold data securely and are independently GDPR-compliant.

I act as a practitioner accessing and interpreting your data for therapeutic purposes only.

---

## **7. Communication Between Sessions**

Email support is available for brief clarifications.

Longer questions, new symptoms or in-depth discussions may require a booked session.



Please note:

I do not offer urgent or emergency medical guidance.

For emergencies, contact NHS 111, your GP or A&E.

---

## **8. Confidentiality & Data Protection**

Your data is protected under UK GDPR and the Data Protection Act 2018.

I store your information securely using:

- password-protected systems
- encrypted platforms such as Google Drive
- secure portals like OMNOS

I retain client records for seven years, in line with UK insurance requirements.

Your information is never shared except:

- with test providers for processing your results
- when required by law
- when necessary for your safety

For full details, see the Privacy Notice.

---

## **9. Programmes, Packag**

## **es and Online Courses**

For multi-session programmes and online courses:

- Sessions must be used within the stated timeframe.
  - Missed or unused sessions are not carried forward unless agreed in writing.
  - All digital materials (PDFs, videos, slides) are for personal use only and must not be shared, copied, or distributed.
- 

## **10. Disclaimer of Liability**

You understand and agree that:

- Your progress depends on your lifestyle, commitment and individual physiology.
- No results can be guaranteed.
- Nutritional therapy cannot prevent, alleviate or cure medical conditions.
- You are responsible for your well-being choices and for informing your GP of any changes.
- Recommendations are offered in good faith, based on the information you provide.



You agree to release Emel (The Bloodreader) from liability for outcomes arising from incomplete information, non-disclosure, or failure to follow medical advice.

---

## **11. Complaints**

If you wish to raise a concern, please contact me directly.  
You also have the right to raise complaints with my insurer, Balens, or with the ICO for data-related concerns.

---

## **12. Agreement**

By booking a session, programme or consultation with me, you confirm that you:

- Have read and understood these Terms of Service
- Understand the scope and limitations of nutritional therapy
- Agree to the integrated Client Disclaimer
- Consent to the use of your data as explained in the Privacy Notice



# Privacy Notice



## Terms & Conditions – The Bloodreader

These Terms and Conditions govern your use of the website operated by The Bloodreader, a business registered in London, UK. By accessing and using this website, you agree to be bound by these Terms.

### 1. Services Provided

The Bloodreader offers functional medicine consultations, digital wellness products, and educational materials. Services are not a substitute for professional medical diagnosis, advice, or treatment. Always consult with a qualified healthcare provider for health concerns.

### 2. Eligibility

You must be at least 18 years of age to use our services. By using this site, you confirm you meet this requirement.

### 3. Payment and Booking

All payments for digital products and services (including 1:1 consultations) must be made in advance through secure third-party providers such as Stripe. Bookings are confirmed via Calendly and are subject to availability.

### 4. Cancellations and Refunds

Cancellations for 1:1 consultations require 24 hours' notice. No refunds will be issued for missed appointments. Digital products are non-refundable due to their instant delivery nature.

### 5. Use of Website

You agree not to misuse the website or access any content unlawfully. All intellectual property, including text and design, belongs to The Bloodreader and may not be reused without permission.

### 6. Disclaimer

All information on this site is for educational purposes only. The Bloodreader is not liable for any loss, damage, or health outcome resulting from the use of content or services.



## 7. Jurisdiction

These terms are governed by the laws of England and Wales. Disputes will be subject to the exclusive jurisdiction of UK courts.

## 8. Updates

The Bloodreader reserves the right to modify these terms. Continued use of the site after changes constitutes acceptance of the new terms.



## Privacy Policy – The Bloodreader

This Privacy Policy describes how The Bloodreader collects, uses, and protects your personal data in accordance with the UK GDPR and Data Protection Act 2018.

### 1. What We Collect

We collect personal information such as your name, email address, and relevant health information shared during consultations. This also includes information submitted via Calendly, Stripe, or contact forms.

### 2. How We Use It

Data is used for:

- Booking and delivering services
- Providing educational content and newsletters (with consent)
- Processing payments
- Improving our website and user experience

### 3. Data Storage

Client data is stored securely in encrypted tools such as Google Drive under anonymised labels. We do not sell or share your data with third parties unless required by law.

### 4. Third-Party Tools

We use Squarespace, Stripe, Calendly, and Instagram. Please refer to their individual privacy policies.

### 5. Cookies

This website may use cookies to improve user experience and site functionality. You may disable cookies through your browser settings.

### 6. Your Rights

You have the right to access, rectify, or erase your data. You can unsubscribe from emails at any time by clicking the unsubscribe link.

### 7. International Users

While we are UK-based, international users agree that their data will be



processed according to UK law.

#### 8. Contact

For data requests or privacy concerns, please email [hello@thebloodreader.com](mailto:hello@thebloodreader.com).

#### 9. Updates

This Privacy Policy may be updated occasionally. Continued use of our site constitutes agreement to the revised policy.