

Website Privacy Policy for Metabolixcare.com

TND España SL, the owner and operator of the website www.metabolixcare.com, is committed to protecting your privacy. This policy explains how we collect, use, and protect your personal data in compliance with the **General Data Protection Regulation (GDPR)**.

1. Data Controller

The data controller responsible for your personal data is:

TND España SL

Calle Velazquez 2,1 Esc. 9

29612 Ojén

Email address: coordination@metabolixcare.com

2. What Data We Collect and Why

We may collect and process the following types of personal data:

- **Contact Information:** Name, email address, and phone number. We use this to respond to your inquiries, provide customer support, and send you important updates related to our services. The legal basis for this processing is our legitimate interest in communicating with you and fulfilling your requests.
 - **Usage Data:** Information about how you use our website, such as your IP address, browser type, pages visited, and time spent on the site. We collect this data through cookies and similar technologies to analyze website traffic, improve our site's performance, and understand user behavior. This processing is based on your consent, which you provide by accepting our cookie policy.
 - **Health Information:** Information you voluntarily provide when using our services, such as health questionnaires or consultation notes. This is considered a special category of personal data under GDPR. We process this data only with your explicit consent to provide you with personalized metabolic care plans and consultations.
 - **Payment Information:** If you make a purchase, we collect necessary payment details. This information is processed by a secure, third-party payment provider and is not stored on our servers. The legal basis is the performance of a contract.
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3. Your Rights Under GDPR

As a data subject, you have the following rights concerning your personal data:

- **The Right to Access:** You can request a copy of the personal data we hold about you.
- **The Right to Rectification:** You have the right to have inaccurate or incomplete data corrected.
- **The Right to Erasure (Right to Be Forgotten):** You can ask us to delete your personal data under certain circumstances.
- **The Right to Restrict Processing:** You can request that we limit how we use your data.

- **The Right to Data Portability:** You can request your data in a structured, commonly used, and machine-readable format.
- **The Right to Object:** You can object to our processing of your personal data, particularly for direct marketing purposes.
- **The Right to Withdraw Consent:** Where we rely on your consent to process your data, you can withdraw that consent at any time.

To exercise any of these rights, please contact us at the email address provided above.

4. Data Security

We implement a variety of security measures to protect your personal data from unauthorized access, alteration, disclosure, or destruction. We use **SSL encryption**, secure servers, and access controls to ensure your data is safe.

5. Third-Party Data Sharing

We do not sell, rent, or trade your personal data to third parties. We may share your data with trusted third-party service providers who assist us in operating our website and providing our services, such as hosting providers (Nominalia), the CRM (Zoho One), payment processors (Calendly), and analytics services. These providers are contractually bound to process your data only on our instructions and to maintain appropriate security measures.

6. International Data Transfers

If we transfer your personal data outside the European Economic Area (EEA), we will ensure that a legally compliant transfer mechanism is in place, such as standard contractual clauses or a data protection framework recognized by the EU.

7. Changes to This Privacy Policy

We may update this policy periodically to reflect changes in our practices or legal requirements. We will post any updates on this page and, if the changes are significant, we will notify you directly.

8. Contact Information

If you have any questions or concerns about this privacy policy or our data practices, please contact us at: coordination@metabolixcare.com.