



# Claire Davies Hairdressing Ltd

## Privacy Notice

### The Information We Collect

We collect information about you when you book an appointment for a service or treatment, visit the salon for a service, buy a product or apply for a job, whether contact is online, on paper, by email or over the phone. Please be aware that email is never completely secure.

The information you give us may include your name, address, email address, phone number, payment and transaction information, IP address and CVs together with relevant history which may suggest that a service or treatment should not go ahead or certain products should not be used E.G Allergies, pregnancy, skin conditions.

For clients under the age of 16, we will only keep and use their personal information with the consent of a parent, carer or guardian.

### How We Use the Information When Conducting Our Business

We will use the personal information you supply:

- To communicate with you about an appointment.
- To enable us to be able to provide the service or treatment requested.
- For a business or commercial reason unless this is outweighed by your rights or interests.

We will only hold or use health and medical information if you have consented to this.

We will share the personal information you supply:

- Phorest our software book system & credit card payment provider
- Webgloss Web Design who design and maintain our website.

We have rigorous data protection and security policies in place with all our suppliers.

We will not share your information with any other third party without your consent except to help prevent fraud, or if required to do so by law.

### How We Use the Information for Marketing

We have on line forms to compete as a client & before sending you any information about products or giving your information to third party suppliers of products or services, we will obtain your consent to do so. You may 'opt out' of this at any time by contacting us on 01825 769699.

You have the right at any time to stop us from contacting you for marketing purposes or giving your information to third party suppliers of products or services.

If you no longer wish to be contacted for marketing purposes, please contact 01825 769699.

## How Long We Will Keep Your Personal Information

Unless you request otherwise, we will keep your information to contact from your last visit to the salon. After 24 months we will delete all your personal information, except for your name, relevant client history (eg. allergy test records which we keep for 4 years) and financial transactions (which we are obliged to keep for 6 years).

## Where Your Personal Information is Kept

Hand written information is stored on site. Emails are in our email in-box folder.

Our computers have the latest Internet Security installed.

Your information is stored within the European Economic Area on secure servers provided by Phorest, 9 Anglesea Row, Smithfield, Dublin, D07 W5NE, Ireland. Any payment transactions are encrypted.

Sending information via the internet is not completely secure, although we will do our best to protect your information and prevent unauthorised access.

## Access or Corrections to Your Personal Information

You have the right to request a copy of your personal information that we hold at any time. Please contact Claire Davies or Rebecca Gregory on 01825 769699. You may ask us to correct or delete any information that is inaccurate. You may also 'opt-out' and have your personal information completely deleted.

## Cookies

Our website does not use any cookies.

## Privacy Notice Updates

We keep our privacy notice under regular review and we will place any updates on this webpage. This privacy notice was last updated October 2023

## Contacting Us

You may contact us with any questions concerning our privacy notice or about your personal information held by us.

You may also request a full copy of our Data Retention Policy if you wish.

By email to [clairedavieshair@gmail.com](mailto:clairedavieshair@gmail.com) or by post to 9 Bell Walk, Uckfield, East Sussex TN22 5DQ

## Complaints

You have the right to complain to the Information Commissioner's Office - this information is given on their website at: [www.ico.org.uk/concerns/handling](http://www.ico.org.uk/concerns/handling)