

Hairology Hair and Beauty

Privacy Notice

Introduction

This privacy notice outlines how Hairology Hair and Beauty (Hairology and Beautology) collects, uses, protects and transfers your personal data.

Hairology Hair and Beauty is a salon that provides a full range of hair and beauty products, services and treatments.

The data protection/data owner for the organisation is Jenny Tofts. You can contact the data protection/data owner by sending an email to hairologyhairandbeauty@hotmail.com or writing to Hairology Hair and Beauty, 13 Park Way, Little Paxton, St Neots, PE19 6PA.

Personal data collected

The personal data that we may collect may include:

- Name
- Address
- Phone Number(s)
- Email Address
- Date of Birth
- Health information

Purpose and Legal Basis for Processing Your Data

Hairology Hair and Beauty takes your privacy seriously and we will never sell or rent your personal data to any third-party. Sharing of your data and direct marketing activities are only carried out with your express consent, which you are free to withdraw at any time.

We need to obtain and process your personal data to provide you with our products, services and treatments and to fulfil our business and legal obligations. We will never collect any personal information from you that we do not need or retain any data that is no longer necessary for the purposes specified in this notice.

Where we request sensitive personal data from you (i.e. health or medical data), the reason(s) for the request will be clearly given along with the purposes of the processing. Express consent (signature may be required) will always be necessary for us to obtain and process your health information.

Who is processing my data?

Hairology Hair and Beauty, 13 Park Way, Little Paxton, St Neots, PE19 6PA is the data controller and processes your personal information for the purposes laid out in this privacy notice.

Your personal data is processed to:

- Collect specific personal data (name, address, contact number, email, D.O.B etc) that is required to provide/sell a product, service or treatment.
- Engage in communication with you including confirmation and reminders of appointments and requests to cancel or change bookings.
- Collect health information to perform the agreed services appropriately, and potentially highlight areas where products, treatments and services may cause issues to clients because of their health.
- Ensure a safe service/treatment and provide industry standard advice.
- Select relevant offers, promotions and information for you.
- Estimate the number of clients we have.
- Hold personal data that is required by law or to respond to legal process.

- Hold for insurance purposes.
- Store client records.

Your rights as the individual

If your personal data is held by Hairology Hair and Beauty you hold particular rights over it.

Where you have provided consent for us to contact you as part of our marketing services, you have the right to modify or withdraw your consent at any time by contacting the Hairology Hair and Beauty Data Officer.

You also have the right:

- To be informed of how your personal data will be used before it is collected.
- To access your personal data and to information on how your personal data is used after it has been collected.
- To have personal data amended/corrected if it is incomplete, inaccurate or out-of-date.
- To request the removal or deletion of personal data where there is no compelling reason for its continued processing.
- To restrict processing, to 'block' processing of your personal data.
- To data portability, having your data moved, copied or transferred from Hairology Hair and Beauty to another organisation in an easily readable format.
- To object to direct marketing from Hairology Hair and Beauty.

Categories of personal data collected

Health questions may be asked to potentially highlight treatments that may have a negative effect on your health due to medication you are taking or a condition you have.

Hairology Hair and Beauty asks for consent prior to collecting and processing this information. At any time after giving consent, you can withdraw your consent, subject to legal, insurance and contractual restrictions (see more on 'your rights as an individual'). Your privacy is very important to us and we only use this information for determining your suitability for the treatment.

Process of collection

Your personal data is collected when you provide it to us through our website, over the phone, in person (at the Salon), by email, social media, in writing or any other means by which you provide it to us. Information is stored using specific software platforms such as Salon Genius as well as some level of paper record keeping.

Children's Privacy

Hairology Hair and Beauty does not collect the personal data of children under the age of 16 without parental or guardian consent. If you believe that we hold any information from or about a child under the age of 16, please contact Hairology Hair and Beauty and if we cannot immediately obtain appropriate parental or guardian consent, will remove the personal data from storage.

Data Sharing

Hairology Hair and Beauty do not share your personal information with any third-party without your prior consent, other than those already disclosed in this privacy notice or as part of our legal obligations under the relevant data protection laws.

Use of Data Processors

Data processors are third parties who provide some elements of our business services for us.

Where we use a third-party, we have strict agreements in place governing the processing of your personal data, on which no action can be taken without instruction from us. The third parties with whom we work will never share or disclose your personal information and will hold it securely at all times.

Salon Genius Salon and Spa Management Software

Hairology Hair and Beauty use software provided by Salon Genius to manage appointments.

Here is a link to their Privacy Notice:

<https://www.salongenius.com/wp-content/uploads/2018/05/Customer-Privacy-Statement-V24-05-18.pdf>

How Long Do We Keep Your Data?

Hairology Hair and Beauty retains your personal data for as long as necessary to provide you with our services as our client. Hairology Hair and Beauty are required under tax laws to keep your personal data for a minimum of 7 years. Health and Safety records will be retained for 10 years and where we have your consent for marketing purposes, we will retain the minimum required data until you notify us that you no longer wish to receive such information.

The criteria for which we would continue to process your personal information includes:

- Where there is a legal basis, obligation or legitimate interest to continuing processing your personal information
- Where processing is necessary for the establishment, exercise or defence of legal claims transfers of personal information

Information processed by the Salon Genius software is stored in the Microsoft cloud-based Dynamics 365 Customer Relationship Management system. Your data is encrypted.

Consequences of not providing your personal information to Hairology Hair and Beauty

In the event that you want to purchase a product, service or treatment from Hairology Hair and Beauty, certain personal information is required in order to provide this to you. Hairology Hair and Beauty will not be able to fulfil an attempt to purchase a product, service or treatment if you do not provide your personal information.

As noted in this privacy statement, we are processing your personal data to comply with legal and statutory obligations and in the performance of a contract. You can always choose not to provide personal information; however, we will be unable to provide certain products, services and treatments in these instances.

Safeguarding your Personal Data

Appropriate measures are taken to protect your personal data from access from unauthorized persons or inappropriate access, internal or external. Connection to the Salon Genius system uses a variety of security technologies and procedures to help protect your personal data from unauthorized access, use or disclosure. This means all information passed to the Salon Genius system is encrypted. Any paper files recording your personal data are held in a locked area which can only be accessed by authorised personnel in the Salon.

Complaints

In the occurrence that you want to make a complaint about how your personal data was collected, how it is being processed by Hairology Hair and Beauty (or third parties used by Hairology Hair and Beauty) or you are not satisfied about how a complaint has been handled, you retain the right to lodge a complaint directly with the Hairology Hair and Beauty data protection/data owner or the appropriate supervisory authority.