

PRIVACY NOTICE - THE HAIR PAVILION 2020

This privacy notice explains how THP looks after personal information you give us or that we learn by having you as a client and the choices you make about marketing communications you agree we may send you. This notice explains how we do this and tells you about your privacy rights and how the law protects you.

- What information we collect about you
- How information about you will be used
- Marketing
- Employment
- How long your information will be kept for
- Where your information is kept
- Access to your information and correction
- Changes to our privacy notice
- How to contact us

WHAT INFORMATION WE COLLECT ABOUT YOU

We collect information about you when you book an appointment for a service or treatment, visit the salon or barbershop for a service or treatment, buy a product or apply for a job, whether contact is online, on paper, by email or over the phone.

The information you give us may include your name, address, email address, phone number, relevant medical 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), payment and transaction information, IP address and CVs. 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 INFORMATION ABOUT YOU WILL BE USED

In law, we can use personal information, including sharing it outside the salon/ barbershop, only if we have a reason to do so, for example:

- To fulfil a contract with you ie to provide the service or treatment you have requested and to communicate with you about your appointments
- When it is in our legitimate interest ie there is a business or commercial reason to do so, unless this is outweighed by your rights or interests
- When you consent to it: we will always ask for your consent to hold and use health and medical information. We will therefore share your information with:
 - Providers of our salon / barbershop software system – 'Timely'
 - Suppliers of our website – 'Wix.com' & 'Heart Internet'

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.

MARKETING

THP do not currently use any customer information for any marketing purposes.

EMPLOYMENT

The information we collect about employees, the purposes it is used for and who it will be shared with is set out in our employment contracts and employee handbook.

HOW LONG YOUR INFORMATION WILL BE KEPT FOR

Unless you request otherwise, we will keep your information to contact you a maximum of 1 year from your last visit to the salon/barbershop. After a year we will delete all your personal information, except for your name, relevant client history (e.g. allergy test records which we keep for 4 years) and financial transactions (which we are obliged to keep for 6 years). Information about unsuccessful job applicants will be deleted after four months.

WHERE YOUR INFORMATION IS KEPT

Your information is stored within the European Economic Area on secure servers provided by WIX.COM. 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 TO YOUR INFORMATION AND CORRECTION

You have the right to request a copy of the personal information that we hold about you. This will normally be free, unless we consider the request to be unfounded or excessive, in which case we may charge a fee to cover our administration costs. If you would like a copy of some or all your personal information, please contact THP. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. You have the right to ask us to object to our use of your personal information, or to ask us to delete, remove or stop using your personal information if there is no need for us to keep it.

CHANGES TO OUR PRIVACY NOTICE

We keep our privacy notice under regular review, and we will place any updates on this webpage. This privacy notice was last updated Jan 2020.

HOW TO CONTACT US

Please contact us if you have any questions about our privacy notice or information, we hold about you:

- By email thehairpavilion@outlook.com
thehairpavilionenquiries@outlook.com
- Or write to us at The Hair Pavilion
Unit 2 Butts Road
East Hunsbury
Northampton
NN4 0UE

You also have the right to complain to the Information Commissioner's Office. Find out on their website how to report a concern:

www.ico.org.uk/concerns/handling