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BROAD ST HAIR CO LTD

PRIVACY NOTICE

This privacy notice explains how Broad St Group look 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.

This notice will explain;

- ❖ What information we collect about you
- ❖ How information about you will be used
- ❖ Marketing
- ❖ Employment
- ❖ How long we keep your information for
- ❖ Where your information is kept
- ❖ Access to your information
- ❖ Website cookies
- ❖ Changes to our privacy notice
- ❖ 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 salons for a service or treatment or apply for a job. This information can be collected online, on paper, electronically by email or over the phone.

The information given could include name, address, email address, phone number(s), appointment history, health information that could suggest a treatment is unsuitable (e.g. allergies or pregnancy), payment and transaction information and CV's.

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

How the information we collect will be used

In law, we are allowed to use personal information, including sharing it outside the salon, only if we have a proper reason to do so. Proper reasons could be;

- To fulfil a contract with you i.e. to provide the service or treatment you have requested and to communicate with you about your appointments
- When there is a legitimate business interest unless this is outweighed by your rights or interests
- When you consent to it; we will ask for your consent to hold and use any health and/or medical information you give us

We share your information with iSalon who are the providers of our appointment software system. We have rigorous data protection and security policies in place with iSalon to protect your information.

We will not share your information with any other third party without your consent except in cases of fraud prevention or if we are required to do so by law.

Marketing

We would like to send you information about products and services which may be of interest to you. We will ask for your consent to receive marketing information.

You have the right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please contact the salon manager.

If you have consented to receive marketing information you can opt out and a later date should you wish to do so.

How long we will keep your information for

Unless you request otherwise, we will hold your information for 1 year from the date of your last visit to the salons.

After 1 year we will delete all information held about you except for;

- Your name
- Appointment history
- Relevant health records (e.g. allergies)
- Financial transaction records (which we are obliged to keep for 6 years)

Information received from job applicants who are unsuccessful will be deleted after 4 months.

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 contract of employment and our employee guidelines.

Where we keep your information

Your information will be stored within the European Economic Area on secure servers provided by iSalon. All payment transactions are encrypted. We will do our best to protect your information and prevent unauthorised access to information that is sent via the internet.

Access to your information

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 a request to be unfounded or excessive in which case we may charge a fee to cover our administration costs.

We want to make sure that your personal information is accurate and up-to-date. You may ask us to correct or remove information that is inaccurate.

If you would like a copy of some or all of your personal information, please contact the salon manager.

You have the right 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.

Newsletters

We email newsletters to inform you about products, services and treatments provided by our salons. You have the opportunity to unsubscribe from email newsletters at any time.

Email newsletters may contain subscriber tracking facilities within the email, for example whether emails were opened or forwarded, which links were clicked on within the email or times and dates of activity. We use this information to refine future email newsletter campaigns and provide you with more relevant content based around your activity.

Website cookies

Websites have cookies that are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is then used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser to not accept cookies and the above websites will tell you how to remove cookies from your browser. However, in a few cases some website features may not function if cookies are not accepted. Should you wish to see how cookies affect our website please go to www.itseeze.com.

Changes to our privacy notice

We keep our privacy policy under regular review and will make any updates required. This policy was last updated on 12/04/2018.

Contact us

If you have any questions about the privacy policy please contact us via the following methods;

- Email us at info@broadsthair.com
- Write to us at Broad St Group/Privacy
4 Broad Street
Congresbury
Bristol
BS49 5DG

You also have the right to report any concerns you may have to the Information Commissioner's Office via their website www.ico.org.uk/concerns/handling.