

Alresford Haircare

Privacy notice

How we use your information

The Data Protection Officer with responsibility for monitoring this privacy notice is Georgie Bassnett c/o Alresford Haircare, 18 West Street, Alresford, Hampshire, SO24 9AT

Why do we collect and use your information?

Alresford Haircare will record, process and keep personal information on you in accordance with Article 6 – ‘the rights of data subjects’ under the Data Protection Act 1998. From May 2018 this will be Article 9 – ‘processing of special categories of personal data’ under the GDPR.

We use this data to:

- Make bookings, to send text alerts and text reviews (if opted in)
- To make relevant hair and beauty notes to enhance your next service
- To record patch tests for hair and beauty treatments
- To check against contra-indications and to make adaptations for treatments
- Comply with Government legislation

Collecting and holding the following personal records

These include:

- Personal details – Clients name, telephone number, address and email addresses which a client may wish to supply for our booking system. Further information may need to be stored for patch test results and colour consultation notes. In addition beauty consultation forms record general health and well-being in accordance with insurance requirements and any other consent forms are required to carry out professional services.
- Records of accidents are also stored

Collecting information

Whilst the majority of information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

Storing client data

We ensure that access to client files is restricted to those authorised to see them such as hair stylists and beauty therapists for the relevant services. All records are confidentially recorded and stored on the salon computer which is password protected. In addition to this beauty records are still stored as paper copies and are stored in a locked cupboard under the salon computer desk.

We retain client records for three years and this is reviewed at the beginning of every May. Any clients who have not attended within 3 years their data will be wiped from the computer data base or paper beauty copies will be destroyed.

Sharing information

The information that you provide to us, whether mandatory or voluntary, will be regarded as confidential. We do not share your information with anyone without consent unless the law and our policies allow us to do so.

Further information regarding information sharing and confidentiality can be found in the attached policies.

Requesting access to your personal data

Under data protection legislation all clients have the right to request access to information about them that we hold. Where a child is too young to give 'informed consent' the parent is the 'subject' of the file and has a right to see the information held.

To make a request for your personal information contact Georgie Bassnett following the procedure detailed in our access to records policy.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you would like to discuss anything in this privacy notice, please contact Georgie Bassnett.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>