

Hairven Privacy Policy

Who We Are

Hairven Salon (*'we' or 'us' or 'our'*) gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

Hairven Salon's registered office is at **18 Main Road, Gedling, Nottingham, NG4 3HP** and we are a company registered in England and Wales under company number 07880305 We are registered on the Information Commissioner's Office Register of Data Controllers under registration number [insert ICO registration number], and act as the [data controller/data processor]. Our designated Data Protection Officer/Appointed Person for the organisation is [insert relevant name], and we can be contacted at **Hairven Salon, 18 Main Road, Gedling Nottingham NG43HP**

Information That We Collect

Hairven Salon processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than already specified in this notice.

The personal data that we collect from is: -

- Name
- Date of Birth
- Home Address
- Personal Email
- Home Telephone Number
- Mobile Telephone Number
- Medical detail via consultation relating to any hair services planned

We collect information in the below ways: -

- Written forms in salon
- Via our website
- Via text message – when consent granted and as part of legitimate business
- Via email - when consent granted and as part of legitimate business
- Where we use a third party platform for payments we adhere to any providers privacy policy

How We Use Your Personal Data (Legal Basis for Processing)

Hairven Salon takes your privacy very seriously and **will never disclosure**, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw consent at any time.

- *We collect your personal data in the performance of a contract or to provide a service and to ensure that orders are completed and can be sent out to your preferred address*
- *We collect and store your personal data as part of our legal obligation for business accounting and tax purposes.*

Your Rights

You have the right to access any personal information that **Hairven Salon** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclosure any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. **Hairven Salon** uses [a third-party/third-parties] to provide the below services and business functions, however all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Salon IQ

Salon IQ provide our CRM services to manage our salon diaries. All data is held securely, no data is shared, and all systems are passworded and encrypted. You can find their Privacy Policy via <https://www.saloniq.com/privacy/>

Shopify payments

We use Shopify to manage our online shop All data is held securely; no data is shared and all systems are passworded and encrypted. You can find their Privacy Policy via <https://www.shopify.com/uk/legal/privacy/app-users>

Colour Data

Hairven Salon is not permitted under any circumstances to share details of colours used during any service as this is against insurers advice.

Safeguarding Measures

Hairven Salon takes your privacy seriously and we take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including: -

SSL, encryptions, pseudonymisation, practices, restriction, IT, authentication etc

Consequences of Not Providing Your Data (if applicable, see Article 13(2)e)

You are not obligated to provide your personal information to [**Hairven Salon** however, as this information is required for [us to provide you with our services/deliver your products/legitimate interests], we will not be able to offer some/all of our products or services without it.

How Long We Keep Your Data

Hairven Salon only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed. [

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Lodging A Complaint

[**Insert Organisation Name**] only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Hairven Salon
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