

# Thairapy Hair Design

## Privacy Policy

This privacy policy describes the data we collect, how we use the data and how we ensure processing the safe processing, storage and accuracy of the data.

### **Why we process personal data**

Thairapy uses the personal data provided to us to secure your appointment, to record purchase of gift vouchers, packages and services requested in order to;

- Record your appointment
- Record any services, packages and services purchased
- Manage health, welfare, safety and security of clients
- Record enquiries, requirements or complaints

### **The personal data we collect**

We collect only the relevant personal information to secure and provide the goods and services required which includes;

- Name, telephone and or email and the contact preference
- Financial information including debit/credit card transaction details
- Historic / current medical conditions and mobility requirements
- Personal data generated relative to the service required

### **Your enquiry / booking or purchase(s) may result in personal data being stored including;**

- Results of tests, service notes, photos, appointment history, personal preferences.
- Correspondence before during and after an appointment.
- Health and welfare; Skin tests, relevant medication, health conditions.
- Safety; Accident and incident reports.

### **How we process personal data;**

We use personal data with your consent or when necessary to;

- Enter into a contract and deliver the services requested to you
- Comply with a legal duty

Any personal data collected will only be used for the purposes it was collected for, any changes to the use of your personal data will only occur after receiving and recording your prior consent, we will protect your vital interests or the vital interests of those around you

### **Communication;**

Email – We will only use email to contact you regarding your booking or enquiry and only when email has been identified as your preferred contact method.

Telephone / SMS – Calls or SMS messages made to us and calls SMS messages received from us may be recorded for the purpose of securing your appointment, package or other purchase of goods.

**Thairapy does not use email, telephone or SMS to provide offers or for any other marketing purposes, all promotional details are offered through our social networking which you may sign up to if you wish to view and will be subject to that providers privacy policy.**

### **Bookings;**

On enquiring and securing your booking we will collect the personal data of the person attending, if you are not booking for yourself you must ensure you have permission to provide us with that person's data.

### **Your rights concerning your personal data;**

Where we have obtained your consent for processing of personal data about you, you have the right to withdraw your consent at any time.

You may request a copy or view any of the personal data we hold about you.

We are legally obliged to ensure the personal data we hold is accurate and up to date, therefore we will request that your details are checked and amended at your next appointment.

We may use publicly accessible data sources to maintain the accuracy of our records.

We retain personal data for the period required for processing and where we are obliged to do so, for example billing data is retained in accordance with financial record keeping requirements and that credit/debit card details are only used once and discarded upon the successful completion of the transaction.

We hold records for the duration of our business relationship and records are archived after 12 months of inactivity.

We will not transfer your personal information to a third party unless legally obliged to do so, where we are complying with legal obligations, involved in legal proceedings, a court order or a governmental authority.

Your data will only be held in the UK.

We will delete personal data we hold about you if you ask us to do so, except where legal or government authority requirement prevent us from doing so.

If you have a concern or complaint about our processing of personal data, please contact us at 01983 523944 or email [lucy@thairapyiw.co.uk](mailto:lucy@thairapyiw.co.uk)

If you are not satisfied with our processing of personal data, how we have responded to your complaint about the processing of personal data, or you believe our processing of personal data is not in accordance with the law, you have the right to complain to the Information Commissioner's Office (ICO) by calling 03031231113 or visiting [www.ico.org.uk](http://www.ico.org.uk)

This policy was last updated May 2018