

Privacy Policy

Val Hurlle is a Hairdresser and Beauty Therapist registered with IPTI membership number 9206 and City and Guilds of London Institute of Hairdressing Level 2.

This notice is designed to help you understand what kind of information I collect in connection with my services and how I will process and use this information in the course of providing you with products and services I will collect and process information that is commonly known as personal data.

The notice describes how I collect, use, share, retain and safeguard personal data and sets out your individual rights include your right to know data is held about you, how this data is processed and how you can place restrictions on the use of your data.

WHAT IS PERSONAL DATA?

Personal data is information which is known as special categories of personal data. This may be information related to and not limited to, an individual's health, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic and biometric data, or data related to sexual orientation.

Personal data may also contain data relating to criminal convictions and offences.

For the purposes of safeguarding and processing criminal conviction and offence data responsibly, this data is treated in the same manner as special categories of personal data, where I am legally required to comply with specific data processing requirements.

PERSONAL DATA I COLLECT

In order for me to provide my services for you, I will collect and process personal data about you. I we also collect your personal data where you request information about my services, promotions and campaigns.

HOW DI I COLLECT PERSONAL DATA

I may obtain personal information from you by telephone or through my website, mobile applications or similar devices, channels or client cards applications operated by me.

You may provide me with personal data when completing contact forms, when you contact me via telephone, my website, when writing to me directly or where I provide you with paper based forms for completion or I complete a form in conjunction with me.

I make sure that I have appropriate security measures to protect your information. I will periodically review your personal information to ensure that I do not keep it for longer than is permitted by law. Note that it is your responsibility to check and ensure that all information, content, material or data you provide on the website is correct, complete, accurate and not misleading and that you disclose all relevant facts.

If you are providing me with another person's information you should first ask them to read this policy policy and my terms of use. By giving me information about another person you are confirming that they have given you consent to provide the information to me and that they understand how their details will be used.

I will collect your personal data when you visit my website, where I will collect your unique online electronic identifier; this is commonly known as an IP address.

I will also collect electronic personal data when you visit my website where I will place a small text file that is commonly known as a cookie on your computer. Cookies are used to identify visitors and to simply accessibility, and to monitor visitor behaviour when viewing website content, navigating mu website and when using features.

WHY DO WE NEED YOUR PERSONAL DATA?

We may use your personal information:

- 1 To enable you to access and use the services;
- 2 To personalise and improve aspects of my services;
- 3 To communicate with you, including some or all of the following:

Sending you information about products and services which I think you may be of interest to you- If you agree, I will contact you (depending on your contact preferences) via email, post, telephone, sms.

Sending you a confirmation email of your booking or purchase from my website- when you book a treatment with me, you will automatically be sent confirmation of your booking by email or sms so that you have a record of it and can easily retrieve your booking information in the future. This is a standard part of my service and by using the service you agree to receive these communications.

I may monitor or record your calls, emails sms or other communications but I will do so in accordance with GDPR legislation and other applicable law. Monitoring or recording will always be for business purposes, such as for quality control and training, to prevent unauthorised use of my telecommunication system and website, to ensure effective system operation, to meet any legal obligation and/or to prevent or detect crime.

WHY DO I PROCESS YOUR PERSONAL INFORMATION?

I will only collect and use your personal information in accordance with GDPR requirements. My grounds for processing your personal information are as followed:

1Consent- where necessary I will only collect and process your personal information if you have given your consent for me to do so, for example, I will only send you certain marketing emails and process any sensitive information about you if I have your consent.

2- Legitimate Interests- I may use and process some of your personal information where I have sensible and legitimate business grounds for doing so. Under European privacy laws there is a concept of " legitimate interest" as a justification for processing your personal information. My legitimate interests for processing your personal information are:

2.1- To communicate with you about the services. I need to keep you informed about your use of the services for example sending you a confirmation email of your booking or purchase. This won't include marketing communications unless you have given me your consent to receive these: and to improve my services. I may use your personal information to : personal aspects of my services; for market research; I constantly aim to improve my services to you and using your personal information in this way help me to do this. You have the right to object to the use of your personal information to create a profile to inform customer demographics. If you raise an objection I will stop processing your personal information.

YOUR RIGHTS

Individuals are provided with legal rights governing the use of personal data. These grant individuals the right to understand what personal data relating to them is held, for what purpose, how it is collected and used, with

whom it is shared, where it is located, to object to its processing, to have the data corrected if inaccurate, to take copies of the data and to place restrictions on its processing. Individuals can also request the deletion of their personal data.

These rights are known as Individual Rights under the Data Protection Act 2018. The following list details these rights:

- The right to be informed about the personal data processed;
- The right of access to your personal data;
- The right to object to the processing of your personal data;
- The right to restrict the processing of your personal data;
- The right to rectification of your personal data,
- The right to erasure of your personal data;
- The right to data portability (to receive an electronic copy of your personal data);
- Rights relating to automated decision making including profiling.

PROTECTING YOUR DATA

I will take all appropriate technical and organisational steps to protect the confidentiality, integrity, availability and authenticity of your data, including when sharing your data with authorised third parties.

DATA PRIVACY REPRESENTATIVE

To ensure data privacy and protection has appropriate focus within my organisation I have a data privacy representative is Val Hurle, who may be contacted at vhurle101@btinternet.com

How long do I keep your personal information?

Unless a longer retention period is required or permitted by law, I will only hold your personal information on my system for a period necessary to fulfil the purpose outlined in this privacy policy or until you request it is deleted. If , having registered for any of my services, you do not use them for a reasonable time (which may vary depending on the services you've registered for) I may contact you to ensure you're still happy to receive communication from me. Even if we delete your personal information it may persist on backup or archival media for legal, tax or regulatory purposes.

Changes to this policy

I reserve the right to amend or modify this policy at any time and any changes will be published on my website. The date of the most recent revision will appear on this page. If I make significant changes to this policy, I may also notify you by other means such as sending email. Where required by law I will obtain your consent to make changes. If you do not agree with any changes please do not continue to use the website.

Complaints

If you are dissatisfied with any aspect of the way in which I process your personal data please contact me or also have the right to complain to the UK's data protection supervisory authority, the information commissioner's office (ICO).

The ICO may be contacted via its website which is <https://ico.org.uk/concerns/>, by live chat or by calling their help line 0303 123 1113

How to contact me

If you have any questions regarding this Notice, the use of your data and your individual Rights please contact me Val Hurlle 69 Wesley Avenue, Westfield Radstock BA3 3XF or by email vhurle101@btinternet.com or by telephoning 01761 436764 it has a 24 hour answer phone facility available.

You may opt out from receiving marketing communications at any time by notifying me in writing, contacting me at vhurle101@btinternet.com