

PRIVACY NOTICE

This privacy notice explains how The Salon at Prestwood looks 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.

TOPICS:

- What information we collect about you
- How information about you will be used
- Marketing
- Employment
- How long your information will be kept for
- Where your information is kept
- Access to your information and correction
- Changes to our privacy notice
- How to 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 salon for a service or treatment, or apply for a job, whether contact is online, on paper, by email or over the phone.

The information you give us may include your name, address, email address, phone number, relevant history which may suggest that a service or treatment should not go ahead or certain products should not be used (eg allergies, pregnancy, skin conditions), payment and transaction information and CVs.

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

HOW INFORMATION ABOUT YOU WILL BE USED

We may use your information to carry out our obligations arising from any contracts or agreements entered into by you and The Salon at Prestwood. 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, for example:

When it is in our legitimate interest ie there is a business or commercial reason to do so, unless this is outweighed by your rights or interests

- Seek your feedback on the services we provide
- Notify you of relevant changes to our services
- Send you communications which you have requested and that may be of interest to you for legitimate business purposes
- To fulfil a contract with you ie to provide the service or treatment you have requested and to communicate with you about your appointments
- Process an employment application
- When you consent to it: we will always ask for your consent to hold and use health and medical information.
- We will not share your information with any other third party without your consent except to help prevent fraud, or if 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.

If you have consented to receiving marketing, you may opt out at a later date.

You have the right at any time to stop us from contacting you for marketing purposes or giving your information to third party suppliers of products or services. If you no longer wish to be contacted for marketing purposes, please contact us.

EMPLOYMENT

If you become an employee, worker or contractor of the Company, we will collect, store, and use the following categories of personal information about you:

Personal contact details such as name, title, postal address, telephone numbers, and a personal email address.

- Date of birth.
- Gender.
- Marital status.
- Next of kin and emergency contact information.
- National Insurance number.
- Bank account details, payroll records and tax status information.
- Salary, annual leave, pension and benefits information.
- Start date.
- Location of employment or workplace.
- Recruitment information (including copies of right to work documentation, references and other information included in a CV or cover letter or as part of the application process).
- Employment records (including job titles, work history, working hours, training records and professional memberships).
- Accident records.
- Performance information.
- Information relating to work attendance and absence and punctuality.
- Disciplinary and grievance information.
- Information about your use of our information and communications systems.
- Photographs

HOW LONG YOUR INFORMATION WILL BE KEPT FOR

Unless you request otherwise, we will keep your information to contact you no more than 5 times per year for a maximum of 1 year from your last visit to the salon.

After a year we will archive all your personal information, except for your name, relevant client history (eg allergy test records which we keep for 4 years) and financial transactions (which we are obliged to keep for 6 years).

Information about unsuccessful job applicants will be deleted after four months.

WHERE YOUR INFORMATION IS KEPT

Your information is stored securely in a secure cabinet which can be accessed only by authorised company employees.

Any payment transactions are encrypted. Sending information via the internet is not completely secure, although we will do our best to protect your information and prevent unauthorised access.

ACCESS TO YOUR INFORMATION AND CORRECTION

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

If you would like a copy of some or all of your personal information, please contact Karen Farrell, by emailing privacy@thesalonatprestwood.co.uk

We want to make sure that your personal information is accurate and up-to-date.

You may ask us to correct or remove information you think is inaccurate.

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.

CHANGES TO OUR PRIVACY NOTICE

We keep our privacy notice under regular review and we will place any updates on this webpage or on the printed copy. This privacy notice was last updated on 27th February 2023..

HOW TO CONTACT US

Please contact us if you have any questions about our privacy notice or information we hold about you:

- By email privacy@thesalonatprestwood.co.uk
- Or write to us at The Salon at Prestwood, Chequers Parade, 1 Wycombe Rd, Prestwood, Bucks HP16 0PN

You also have the right to complain to the Information Commissioner's Office. Find out on their website how to report a concern:

www.ico.org.uk/concerns/handling

DATA RETENTION POLICY

This policy sets out what information The Salon at Prestwood, holds, how long we hold it for and when it will be deleted.

It also covers the procedure to follow regarding data requests.

- Information held by us
- How long is personal data held for?
- Where is personal data held?
- How is personal data deleted?
- Access to personal information, correction and deletion

INFORMATION HELD BY US

We hold personal information about:

- Clients
- Former clients and prospective clients
- Employees
- Job applicants

We also hold information about financial transactions relating to these eg services or treatments provided, payroll information.

HOW LONG IS PERSONAL DATA HELD FOR?

We aim not to hold personal data longer than necessary.

Unless requested by an individual, the following types of data will be held for the periods shown below, after which it will be securely deleted or destroyed:

TYPE OF INFORMATION	RETENTION PERIOD
Client general records	6 years – however they are automatically archived after 12 months of non activity
Client health records	4 years
Financial transactions, invoices and supplier details	6 years
Employee records, contracts of employment, changes to terms and conditions, annual leave, training records	While employment continues and up to 3 year after employment ends
Payroll and wage records including PAYE, income tax, national insurance, sick pay, redundancy payments	6 years from the financial year-end in which payments were made
Maternity records	3 years after the end of the tax year in which the maternity pay period ends
Job applications (unsuccessful)	4 months after notifying unsuccessful candidates
Emails	One year from the end of the month in which they were received or sent unless a longer period is relevant as above. Emails to and from ex-employees or contractors will be deleted within 2 weeks of them leaving unless these form part of the employment record – see above.

WHERE IS PERSONAL DATA HELD?

Personal data about clients, financial transactions and employees are held electronically which can be accessed only by authorised company employees. Paper records are held in secure storage.

HOW IS PERSONAL DATA DELETED?

Personal data is permanently deleted in accordance with the retention periods listed above from:

- Electronic files
- Emails
- Paper records, which are securely shredded.
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ACCESS TO PERSONAL INFORMATION, CORRECTION AND DELETION

See our [privacy notice](#)

All requests for access to personal information will be handled by Karen Farrell
Responses to requests will be made within 30 days.

All information relating to the individual will be compiled into a report and collected from:

- Financial transactions
- Emails
- Other electronic records
- Paper records (where applicable)