Privacy Policy

**Who we are**

Claire Burchell Hair & Makeup take our client’s privacy very seriously and only use the information we collect to assist us to  provide  high levels of service. We do not share or sell the information we collect

**Company Details**

Claire Burchell Hair & Makeup is a sole trader.

This privacy notice explains how Claire Burchell Hair & Makeup 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

Our website address is: claire@claireburchell[www.claireburchell.com](http://www.claireburchell.com)

**What personal data we collect and why we collect it**

We collect information about you when you book an appointment for a service, visit the salon for a service or buy a product, whether contact is online, on paper, by email or over the phone.

When a client books an appointment for the first time with us we will request a mobile number, this will allow us to send you an SMS reminder for this appointment and any future bookings you have with us

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 IP address.

For some of our services and for allergy testing we may ask questions relating to your medical history. We will ask you for your consent prior to storing such information. Examples of medical data may be allergies, illnesses, pregnancy or an injury that may impact our service

On subsequent visits to us, we will remind you of your appointments  by SMS text the day before the appointment. This gives you the opportunity to change, add extra services or to cancel your booking. This works best for most clients but if you wish, you may opt-out at any time

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

**HOW INFORMATION ABOUT YOU WILL BE USED**

The data we request is for contacting you by phone, SMS and Email.

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:

* To fulfil a contract with you ie to provide the service or treatment you have requested and to communicate with you about your appointments
* When you consent to it: we will always ask for your consent to hold and use health and medical information.

We have rigorous data protection and security policies in place with all our suppliers.

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.

**KEEPING IN TOUCH WITH OUR CLIENTS**

Any offers or promotions we have in Salon are generally on our web site or social media pages for all to see.

**PHOTOS**

Any photographs we take of you while in the salon will remain the property of the salon and will only be used with your permission on our website or displayed on our social media sites. Your permission will be requested before use, and we will immediately remove any pictures you request us to

**CONTACT FORMS**

Any details you provide through our contact  or booking forms is sent/received by email to the salon this information is transferred to our booking system. The email detail is deleted within 2 months.

**THIRD-PARTY LINKS**

Our website may include links to third-party websites such as Facebook, Instagram, Pinterest and Whatsapp. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

**WHERE YOUR INFORMATION IS KEPT**

We store your details and notes on our computer system. For example, details of any colour formula used, technical notes, allergy testing records. These are all password protected. Paper records are also retained in some instances. These records are kept in a secure location on the salon premises.

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

**COOKIES**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information.  This is used to track visitor use of the website and to compile statistical reports on website activity.  For further information visit [www.aboutcookies.org](http://www.aboutcookies.org/) or [www.allaboutcookies.org](http://www.allaboutcookies.org/)

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser.  However, in a few cases some of our website features may not function as a result.

**Embedded content from other websites**

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

**How long we retain your data**

Unless you request otherwise, we will keep your information no more than a maximum of 2 years from your last visit to the salon.

After 2 years we will archive all your personal information, except for your name, relevant client history (eg allergy test records which we keep for 3 years) and financial transactions (which we are required to keep for 6 years)

**What rights you have over your data**

You can request to  a copy of the personal data we hold about you, including any data you have provided to us. This will normally be free of charge however if we consider the request to be unfounded or excessive we may charge a fee to cover our administration costs.

If you would like a copy of your personal information, please contact the Salon Director on 07378414750 or e-mail claire@claireburchell.com

You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.