

PRIVACY & DATA POLICY

This privacy and data notice explains and outlines how The Hair Pavilion looks after our customers personal and sensitive information that 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.

DEFINITIONS AND INTERPRETATION

“Data” means your or anybody’s (who is regarded as a customer) personal information.

“You” means you or anybody who in our reasonable opinion is acting with your authority and permission.

“We”, “Us” or “Our” means our venue, The Hair Pavilion and the staff that represent the company.

INCORPORATION

These Terms and Conditions incorporate and should be read in accordance with The Hair Pavilion’s terms, conditions, regulations and guidance. In the event of any inconsistency between the terms stated verbally and physically, please refer to the terms stated below or contact thehairpavilion@outlook.com

WHAT INFORMATION WE COLLECT FROM YOU:

We collect information about you when you enquire about a service or treatment, book an appointment for a service or treatment, visit the salon or barbershop for a service or treatment, buy a product, whether contact is in person, over the phone, via email or via our website.

The information you give us may include your name, address, email address, phone number, landline, age and/or relevant medical history may suggest that a service or treatment should not go ahead or certain products should not be used (e.g. allergies, pregnancy, skin conditions). We also collect payment and transaction information and IP addresses. For clients under the age of 16, we will only keep and use their personal information with consent of a parent, carer or guardian.

HOW INFORMATION ABOUT YOU WILL BE USED:

In law, we are allowed to use personal information, including sharing it outside the salon/barbershop, only if we have reason to do so, for example: to fulfil a contract with you (i.e. to provide the service or treatment you have requested and to communicate with you about your appointments,) when it is in our legitimate interest (i.e. there is a business or commercial reason to do so), unless this is outweighed by your rights or interests. When you consent to it: we will always ask for your consent to hold and use health and medical information. We will therefore share your information with: Providers of our salon/barbershop software system – “GetTimely”. Suppliers of our website “Wix” and “Heart Internet”.

Your information may be used to store records about your services and treatments, store records about payments and receipts and to run reports on our financial position.

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:

All customers are automatically subscribed to our salon updates and marketing SMS messaging and emails. Should you wish to change your marketing preferences, you can do so by calling us or emailing thehairpavilion@outlook.com, or visiting our salon.

THP do not currently use any customer information explicitly in marketing content. While photography and videos are used in the salon for marketing purposes, we will always ask for consent from our clients before taking such photographs, videos or audio. Clients are encouraged to leave feedback and reviews via our social media platforms and such feedback can be left anonymously if necessary.

PAYMENTS:

THP currently accepts payment via various methods including; cash, credit or debit card, bank transfer and gift certificates. Information relating to your payment transactions are stored on our secure systems. We use "TimelyPay", "Stripe" and "SumUp" as ways of payment. Any payment transactions are encrypted.

HOW LONG YOUR INFORMATION WILL BE KEPT FOR:

Unless you request otherwise, we will keep your information to contact you a maximum of 1 year from your last visit to the salon/barbershop. After a year we will delete all your personal information, except for your name and relevant client history and financial transactions (which we are obliged to keep for 6 years).

WHERE YOUR INFORMATION IS KEPT:

Your information is stored within the *European Economic Area* on secure servers provided by *Wix*. Your information is stored on our booking system *Timely*, and we currently do not store any information on paper. 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. 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 administrative costs. You have the right to ask us to object to our use of personal information, or to ask us to delete, remove, or stop using personal information if there is no need for us to keep it.

You can also access your personal information using your online *Timely Customer Portal*, where you can view, edit and delete any personal information about you.

CHANGES TO OUR PRIVACY & DATA POLICY

The Hair Pavilion keeps our policies under regular review and we will place any updates on this webpage.

HOW TO CONTACT US:

Please contact us if you have any questions about our policy or information, we hold about you:

- By email thehairpavilion@outlook.com
- In person or write to us at *The Hair Pavilion, Unit 2, Butts Road, East Hunsbury, NN4 0UE.*

OTHER METHODS OF CONTACT WE USE:

We may use various ways to contact you, these include:

- By phone *01604 706900* or *07843 176880* or *07782 580594* or *07521 693832*
- By email thehairpavilion@outlook.com or lucythp@outlook.com or oskarthp@outlook.com or hello@thehairpavilion.co.uk or thehairpavilionenquiries@outlook.com or noreply@gettimely.com
- By post from *The Hair Pavilion, Unit 2, Butts Road, East Hunsbury, NN4 0UE.*
- By Instagram, Twitter or Facebook *@thehairpavilion*
- By WhatsApp *@thehairpavilion (07782 580594 or 07843 176880)*