

# Chapel Lane Hair & Beauty

## General Data Protection Regulation

### Customer Privacy Policy

Under General Data Protection Regulation (GDPR), we have a legal duty to protect any information we collect from you. We will take appropriate security measures to safeguard your data and apply security standards and controls to prevent any unauthorised access to it.

- **What personal data do we collect?**  
Name, address, contact details, allergy tests, treatment record cards and relevant medical notes for certain treatments.
- **How is this data stored?**  
Personal data that is collected from you may be stored in our appointment book, telephone book, or record cards.  
This data will be locked away
- **Who provides this data?**  
All clients will be asked for their personal data
- **How will this data be used and by who?**  
We only use the data that you provide either to contact you prior to your appointment as a reminder or unless there is a problem with your booking and it may need to be changed,
- **How will this data NOT be used?**  
We do not send any marketing information to our clients
- **Who has access to this data?**  
Only employees at Chapel Lane Hair & Beauty have access to personal data of clients.
- **Who will the data be shared with?**  
Data collected is for the sole use of Chapel Lane Hair & Beauty, this data will not be passed on to any other organisation or third party.
- **When and why will the personal data be deleted?**  
Information will be kept for a maximum of 2 years before being deleted; the non-return of a client will result in of their data will be destroyed, including record cards
- **How will this data be destroyed?**  
The data provided to Chapel Lane Hair & Beauty is currently stored as a paper copy and to destroy this data the details will be blanked out with a permanent black marker pen and then shredded.
- **Your rights as a client of Chapel Lane Hair & Beauty**
  1. Access to your personal data will be available on request; this will be available to you free of charge and will be provided within a month of receiving the request.
  2. Personal data can be updated easily to keep it accurate.
  3. Personal data can be deleted if requested

#### Giving consent to Chapel Lane Hair & Beauty

After reading Chapel Lane Hair & Beauty's Privacy Policy, by signing a consent form you agree to allow Chapel Lane Hair & Beauty to process any personal data in line with the Privacy Policy

- The legal guardian of children under the age of 16 years old will be asked for consent if personal data is processed.
- You can withdraw your consent at any time contact the salon

**You will be informed of any updates to Chapel Lane Hair & Beauty Privacy Policy**