

The Natural Beaute Privacy Policy – May 2018

Overview

This Privacy Policy describes in detail our policy and practices regarding our collection, use and disclosure of your personal data.

We understand that providing information to us whether on online or while visiting our salon involves a great deal of trust on your part. We take this trust very seriously and make it a high priority to ensure the security and confidentiality of the personal data you provide us when you visit our Website, Salon or use our services.

Collection of your personal data

Personal data means any information about an individual from which that person can be identified, electronic addresses, date of birth, medical information, password and payment information. It does not include data where the identity has been removed or otherwise anonymised (anonymous data).

In the course of our business, we collect and process personal data in different ways. We may collect personal data you give us directly, but we also collect data by logging how you interact with our services. For example, by using cookies on our Websites.

The personal data we collect about you may include, but is not limited to: your name, email address, postal address, phone number, billing information, medical information, survey responses, booking details, reviews and other information you may provide about yourself to our Websites, and your IP address and web browser software.

You can choose not to provide us with your personal data. However, in general you need to provide us with certain information about you in order to take advantage of booking systems and use of our websites. For example, only registered members are able to book appointments, make reviews, enter surveys and receive offers. In addition, some information is also required in order for you to ask us a question or initiate other transactions on our Websites. We also collect personal data for security purposes.

We have partnered with Facebook. If you are logged into Facebook we may show you reviews that your Facebook friends have posted on Natural Beaute and visits they may have made. In order to provide you with this personalised experience, Facebook provides us with information that you have chosen to make available pursuant to your Facebook privacy settings. That information may include your name, profile picture, gender, friend lists and any other information you have chosen to make available. If you wish to no longer share this information you will need to adjust your privacy settings and how you interact with us. Clicking the unfollow button and or like button will take you off our Facebook page.

What data we hold

- Your Name.
- Your Address.
- Your Date of birth.
- Your Telephone numbers.
- Your E-mail addresses.
- Your Health details for receiving certain treatments.

How we use your personal data

We use the personal data that we collect about you only for specific purposes. This includes, but is not limited to, offer our services to you, to manage your registration and account, including your access to and use of our Websites and booking site and to publish your reviews, ratings and photos, to manage and facilitate booking enquiries and bookings, communicate with you about your account or use of our Websites and services, to respond to, or follow up on, your comments and questions and otherwise provide customer service, notify you about changes to our terms or privacy policy, ask you to leave a review or take a survey, operate and improve our Websites and services, personalise your experience on our Websites, measure interest in and improve our Websites and services, notify you about promotions and special offers, to let you partake in a prize draw, competition or complete a survey, protect, investigate and deter against fraudulent or illicit activity, unauthorised or illegal activity, administer and protect our business and to resolve disputes or troubleshoot problems.

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract, we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- With your consent.
- Where we need to comply with a legal or regulatory obligation.

Why we hold your data and what your data is used for

- To confirm and remind you of your appointments.
- To contact you if we have an offer we feel will interest you.
- To contact you if our hours of working change or notify you of any salon closures.
- To inform you of any price changes to our products or services.
- To be assured we only use medical information to ensure any treatments given are appropriate to you.

Marketing

We want to make it easy for you to take advantage of services or product offers. One way we do this is by sending you email messages that contain information about any offers we are having. We may send you an email about these offers.

You will receive marketing messages from us if you have given your consent, if you have requested or if you purchased goods or services from us and if you have not opted out of receiving marketing messages.

Each time you receive an email of this type, you will be able to tell us if you no longer wish to receive them. You will be able to unsubscribe from each of those marketing communications at any time by clicking on the unsubscribe link that you will find at the bottom of each communication email reply to the email to let us know.

Please note that we may continue to send you service communications, such as service and administrative messages about your account or transactional messages related to one of your bookings. It is not possible to unsubscribe from these service communications.

With whom we share your personal data

The Natural Beaute Salon may share your information with other parties who provide services or functions on our behalf, including business analytics, booking information, payment processing, customer service, marketing, distribution of surveys or review programs, and fraud prevention.

Separately, if we are legally obliged to do so, we will share personal data to protect our customers, the site, as well as our company and our rights and property.

Where your data is held

- Electronically on a data base held by Ovatu
- Ovatu is GDPR compliant
- The data base is held in the UK
- We do not share any of your data with third parties

How long we keep your personal data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or statutory reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means and the applicable legal requirements.

We may retain certain information subsequent to the closing of your account, for example if it is necessary to fulfil our legal obligations or to exercise, to maintain security, to prevent fraud and abuse and to defend or enforce our rights. If you choose to close your account, your personal data will be deleted within 30 days.

How we protect your personal data

We want you to feel confident about using The Natural Beaute Salon, and we are committed to protecting the personal data we collect. While no website can guarantee perfect security, we have implemented and maintain appropriate physical, administrative, technical, and organisational measures to protect the personal data

you provide us against unauthorised or unlawful access, use of disclosure and against accidental loss, damage, alteration or destruction.

For example, only authorised employees are permitted to access personal data, and they may do so for permitted business functions. In addition, we use encryption when transmitting your personal data between your system and ours, and between our system and those of the parties with whom we share sensitive information, and we employ firewalls and intrusion detection systems to help prevent unauthorised persons from gaining access to your personal data.

Your rights

You can check, supplement and update the information you have provided by accessing your "Settings" section of your account. You may also close your Natural Beaute account by contacting us using the methods provided below.

If you decide to close your account, we will deactivate it, and remove your personal data. Remember that once your account is closed, you will no longer be able to login, access your personal information. You can however, open a new account at any time.

You can change your marketing preferences at any time during which your account remains open through the marketing preferences section in your member account.

In accordance with applicable law, you may have the right of access, the right of rectification, the right to erasure, the right to restrict processing, the right to data portability and the right to object.

Information concerning minors

The Natural Beaute Salon is a general audience site and does not offer services directed to minors. We do not knowingly collect data relating to minors. If a person whom we know is under 16 years of age sends us personal data, we will delete or destroy this information as soon as reasonably possible.

External links

Our Website may include links to third party websites, plug-ins and applications. If you access other websites from the links provided on our Website, the operators of those websites may collect or share information about you. This information will be used by them in accordance with their privacy policy, which may differ from our Privacy Policy. We do not control these third-party websites and recommend that you examine the privacy statements posted on those other websites to understand their procedures for collecting, using and disclosing personal data.

Forget me policy

At the Natural Beaute Salon we take your privacy seriously and we now have a 'Forget me' policy in place so that if at any time you wish your data to be deleted from our systems you can be assured your data will be permanently deleted. In the event you wish this to happen the following data will be **permanently deleted**:

- Your customer profile (name, contact details, address).

- Any notes (including notes made on reservations).
- Photos.
- Any saved payment details (We do not currently save any payment details for our clients).
- Forms (Forms with information regarding your medical health, gender and date of birth).

The following data will be retained but **permanently de-linked** from your customer profile.

- Gift Cards
- Passes
- Reservations
- Sales

However, you may choose to have your data archived. The choice is yours but, in any event, you would be welcome to re-join The Natural Beaute Salon at any time.

Can I have a copy of my data that The Natural Beaute Salon holds?

Absolutely yes, you can request to see all your information we hold at any time by contacting us either in person in the salon or E-mailing us at naturalbeaute@yahoo.co.uk giving you full name DOB and contact details. Your information can either be collected in person from our salon or emailed to you.