

**PRIVACY POLICY**

This Privacy Policy explains how The Water’s Edge Retreat looks after personal information you give to us, or we learn from having you as our client. The 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
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**WHAT INFORMATION WE COLLECT ABOUT YOU**

We collect relevant information about you when you book an appointment for a service or treatment, visit the premises for a service or treatment, buy a product 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, 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 (e.g. allergies, pregnancy, skin conditions), payment and transaction information, IP address and CVs. We require this information in order to fulfil our contract with you.

For clients under the age of 18, 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**

In law, we are allowed to use personal information, including sharing it outside of The Water’s Edge Retreat, only if we have a proper 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 IT systems: Setmore, Microsoft and Facesconsent

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.

**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**

The information we collect about employees, the purposes it is used for and who it will be shared with is set out in our employment contracts and Terms and Conditions

**HOW LONG YOUR INFORMATION WILL BE KEPT FOR**

Unless you request otherwise, we will keep your information for a maximum of 6 years from your last visit to the salon in order for us to use your information for any future appointments.

After this time we will destroy all your personal information including any details relating to any 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 within Setmore and Stripe on secure servers. 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.

We also use TakePayments for payments taken by card (in person or over the phone) or prepayments for future appointments.

Any written information such as Consultation forms will be kept in a locked filing cabinet for up to seven years from the date of your last visit. From July 2020 all consultation forms will be completed online in the FacesConsent app so information will be stored securely within the application.

Our files are stored on Dropbox so if you purchase a Gift Voucher from us and provide us with your name and telephone number or email address this will be stored on our Dropbox account in our Gift Voucher records.

**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 Emma Dunkley, Owner/Manager/Beauty Therapist by emailing thewatersedgeretreat@outlook.com

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 ask us 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.

**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.

**OTHER WEBSITES**

Our website includes links to other websites.  This privacy notice only applies to this website so when you link to other websites you should read their own privacy notices.

**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
7th July 2022.

**HOW TO CONTACT US**

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

* By email to thewatersedgeretreat@outlook.co.uk
* Or write to us at The Water’s Edge Retreat, 14b Fore Street, Hayle, Cornwall TR27 4DY

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](http://www.ico.org.uk/concerns/handling)