

# Cloud 9 Beauty

## Cloud 9 Beauty Privacy Policy

### **Our contact details**

Name: Lisa Evans

Address: 101 Sweet Bay Crescent, Ashford, Kent TN23 3HL

Phone Number: 07494712651

E-mail: lisa@cloud9beauty.co.uk

Version 1.0 – 1<sup>st</sup> April 2023

### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics
- Names
- Phone numbers
- Email addresses
- Contact Address
- Medical History (if appropriate)
- Current Prescriptions (if appropriate)

### **How we get the personal information and why we have it**

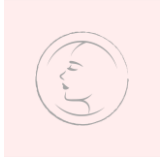
Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To arrange and manage your booking
- To contact you in case of cancellation or amendment
- To ask for more information
- To ensure that we are able to cater for your personal needs

We use the information that you have given us in order to

- To arrange and manage your booking
- To contact you in case of cancellation or amendment
- To ask for more information

Date: 01/04/2023



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- To ensure that we are able to cater for your personal needs

We may share this information with suppliers of beauty products and services to assist with your treatment

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) **Your consent. You are able to remove your consent at any time. You can do this by contacting [customersupport@cloud9beauty.co.uk](mailto:customersupport@cloud9beauty.co.uk)**
- (b) **We have a contractual obligation.**
- (c) **We have a legal obligation.**

## How we store your personal information

Your information is securely stored.

We keep electronic data for 6 months. We will then dispose your information by automatic retention policies.

We keep treatment plans and notes made during your visit on paper forms. These notes are electronically scanned and kept for 2 years before automatic deletion retention policies apply.

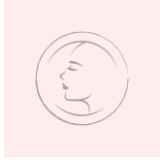
## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.



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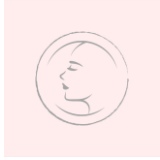
**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [customersupport@cloud9beauty.co.uk](mailto:customersupport@cloud9beauty.co.uk) or write to us at 101 Sweet Bay Crescent, Ashford, Kent TN23 3HL if you wish to make a request.



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## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at The Data Protection Controller, 101 Sweet Bay Crescent, Ashford, Kent TN23 3HL

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>