

# Haven Salon & Day Spa Privacy Policy

**Effective Date:** September 1, 2024

At Haven Salon & Day Spa, we are committed to protecting the privacy and personal information of our clients and potential employment candidates. This Privacy Policy outlines how we collect, use, and protect personal information, as well as rights regarding that information.

## 1. Information We Collect

We may collect personal information from clients and employment candidates in various ways, including, but not limited to, when clients or candidates visit our salon, book an appointment, sign up for our newsletter, apply for an open job opportunity, or participate in promotional events. The types of personal information we may collect include:

- **Name**
- **Email Address**
- **Mailing Address**
- **Phone Number**
- **Date of Birth (for specific promotions or age-related services)**
- **Health-Related Information** (for certain aesthetic and wellness treatments, only as necessary)

## 2. How We Use Client & Candidate Information

The personal information we collect is used solely for the following purposes:

- **Direct Communication:** To communicate with clients about scheduled appointments, service updates, and customer service inquiries.
- **Marketing:** To send marketing materials, newsletters, and promotional offers related to Haven Salon & Day Spa.
- **Promotional Events:** To inform about upcoming events, special offers, and other promotional activities directly related to Haven Salon & Day Spa.
- **Health-Related Information:** To tailor aesthetic and wellness treatments to clients specific health needs and ensure client safety during certain services.
- **Recruiting & Hiring Service Professionals:** To contact and communicate with potential candidates regarding employment opportunities. Haven is an equal-opportunity employer.

## 3. Health-Related Information and HIPAA Compliance

For certain treatments at Haven Salon & Day Spa, we may collect health-related information to better serve client needs and ensure client safety. This information may include but is not

limited to, details about allergies, skin conditions, or other health conditions that could affect the services we provide.

- **Use of Health-Related Information:**
  - Health-related information is used exclusively to customize treatments and ensure that they are safe and appropriate for client individual health needs.
- **HIPAA Compliance:**
  - Haven Salon & Day Spa is committed to protecting the privacy of client health-related information in compliance with the Health Insurance Portability and Accountability Act (HIPAA). All health-related information is handled with the utmost confidentiality and is not disclosed to any third parties without client explicit consent, except as required by law.
- **Storage and Security:**
  - Health-related information is securely stored in compliance with HIPAA regulations, ensuring that it is accessible only to authorized personnel who require it to perform their job duties.

#### **4. Opting Out**

We respect client and candidate privacy preferences. If the client or candidate does not wish to receive communications, marketing or promotional offers from us, the client/candidate may opt-out at any time by:

- Clicking the "Unsubscribe" link at the bottom of any promotional email.
- Replying "STOP" to any promotional text message.
- Contacting us directly at [hello@relaxathaven.com](mailto:hello@relaxathaven.com) to update client or candidate communication preferences.

#### **5. Protection of Client & Employment Candidate Information**

We take the security of clients' and candidates' personal information seriously. We employ industry-standard measures to protect client personal information from unauthorized access, disclosure, or misuse. This includes:

- **Data Encryption:** All personal information is stored securely using encryption technologies.
- **Access Controls:** Access to client personal information is restricted to authorized personnel who require it to perform their job duties.
- **Regular Audits:** We regularly review our security practices to ensure client information is protected.

#### **6. Sharing of Information**

Haven Salon & Day Spa does not sell, rent, or share client personal information with third parties. Client personal information, including email addresses, mailing addresses, phone numbers, SMS details, and health-related information, will not be disclosed to any entities outside of Haven Salon & Day Spa.

## **7. Client & Employment Candidate Rights**

Clients and Candidates have the right to:

- **Access:** Request a copy of the personal information we hold about client or an employment candidate.
- **Correction:** Request corrections to any inaccurate or incomplete information.
- **Deletion:** Request the deletion of client personal information, subject to legal and operational requirements.
- **Opt-Out:** Opt-out of receiving marketing communications and promotional materials at any time.

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Any changes will be posted on this page, and the effective date will be updated accordingly. We encourage clients or candidates to review this Privacy Policy periodically to stay informed about how we are protecting your personal information.

## **9. Contact Us**

If client have any questions or concerns about this Privacy Policy or how we handle client personal and health-related information, please contact us at:

### **Haven Salon & Day Spa**

1234 W Sunset Blvd Suite 12

St. George, Utah, 84770

435.429.2000

hello@relaxathaven.com

**By using our services or inquiring/applying for an employment opportunity, the client or candidate consents to the collection and use of personal, employment, and/or health-related information as outlined in this Privacy Policy.**