

GORILLA HAIR REPAIR CLUB

PRIVACY POLICY

Last Updated: July 2025

1. INTRODUCTION

Gorilla Hair Repair Club Ltd ("Gorilla Hair Repair Club", "we", "our", or "us") is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us, book appointments, purchase products or services, or otherwise interact with our business.

We process your personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable privacy laws.

2. WHO WE ARE

Data Controller

Gorilla Hair Repair Club Ltd

Registered Office:

62-64 Babington Lane, Derby. DE1 1SX

Email:

support@gorillaclub.co.uk

Telephone:

01332 480436

Website:

www.gorillahairrepairclub.co.uk

3. INFORMATION WE COLLECT

Depending on how you interact with us, we may collect the following information.

Personal Information

- Full name
- Date of birth (where relevant)
- Postal address
- Email address
- Telephone number

Appointment Information

- Booking history
- Consultation records
- Service history
- Hair system specifications
- Maintenance schedule
- Purchase history

Medical Information

Where necessary for providing safe treatment we may collect information relating to:

- Allergies
- Skin sensitivities
- Scalp conditions
- Hair loss conditions
- Medical treatments affecting hair replacement

We only collect this information where it is necessary to safely provide our services.

4. PAYMENT INFORMATION

Payments are processed securely using trusted third-party payment providers.

We do not store your full debit or credit card details.

Where you pay by Direct Debit, payments are securely processed by our authorised payment provider.

5. WEBSITE INFORMATION

When you visit our website we may automatically collect:

- IP address
 - Browser type
 - Device type
 - Operating system
 - Pages visited
 - Time spent on pages
 - Referring website
 - Cookies
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6. PHOTOGRAPHS

We may take photographs of your hair system before, during and after treatment.

These photographs may be used for:

- Treatment records
- Progress monitoring
- Quality control

Photographs will only be used for advertising, social media, our website or other marketing purposes with your explicit consent.

You may withdraw this consent at any time.

7. HOW WE USE YOUR INFORMATION

We use your personal information to:

- Book appointments
 - Provide services
 - Supply products
 - Manufacture bespoke hair systems
 - Process payments
 - Contact you regarding appointments
 - Send appointment reminders
 - Respond to enquiries
 - Manage customer accounts
 - Handle complaints
 - Improve our services
 - Meet legal obligations
 - Prevent fraud
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8. MARKETING

With your permission, we may send you information regarding:

- Promotions
- New products
- New services
- Offers
- Events
- Company news

You may unsubscribe from marketing communications at any time using the unsubscribe link or by contacting us directly.

9. LEGAL BASIS FOR PROCESSING

We process your personal information where:

- It is necessary to perform a contract with you.
- You have provided consent.
- We have a legitimate business interest.
- We are required to comply with legal obligations.
- It is necessary to protect your vital interests where applicable.

Where we process health-related information, we do so only where permitted under UK data protection law and where necessary to provide our services safely.

10. WHO WE SHARE YOUR INFORMATION WITH

We only share your information where necessary.

This may include:

- Payment providers
- Direct Debit providers
- Appointment booking software providers
- Customer relationship management systems
- Hair system manufacturers
- Delivery companies
- IT service providers
- Professional advisers
- Legal advisers
- Accountants
- Regulatory authorities where legally required

We never sell your personal information to third parties.

11. INTERNATIONAL TRANSFERS

Where personal information is transferred outside the United Kingdom, we ensure appropriate safeguards are in place in accordance with UK GDPR.

12. DATA SECURITY

We take appropriate technical and organisational measures to protect your information, including:

- Secure computer systems
- Password protection
- Restricted staff access
- Secure cloud storage
- Encrypted communications where appropriate
- Staff confidentiality obligations

While we take every reasonable precaution, no method of electronic storage or internet transmission can be guaranteed to be completely secure.

13. DATA RETENTION

We retain your personal information only for as long as necessary.

Typically:

- Customer records are retained for up to seven years after your last interaction where required for legal, tax or business purposes.
- Financial records are retained in accordance with HMRC requirements.
- Marketing preferences are retained until you withdraw consent.

Information no longer required will be securely deleted or anonymised.

14. YOUR RIGHTS

Under UK GDPR you have the right to:

- Access your personal information.
- Request correction of inaccurate information.
- Request deletion of your information where applicable.
- Restrict processing.
- Object to certain processing.
- Request transfer of your information where applicable.

- Withdraw consent where processing is based on consent.
- Lodge a complaint with the Information Commissioner's Office (ICO).

Some rights may be limited where we have a legal obligation or legitimate reason to retain certain information.

15. SUBJECT ACCESS REQUESTS

You may request a copy of the personal information we hold about you.

Requests should be made in writing using the contact details provided above.

We aim to respond within one calendar month.

16. COOKIES

Our website uses cookies to:

- Improve website functionality
- Remember user preferences
- Analyse website traffic
- Improve customer experience
- Support website security

You can manage or disable cookies through your browser settings. Please note that disabling certain cookies may affect website functionality.

For more information, please refer to our separate Cookie Policy.

17. THIRD-PARTY WEBSITES

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of external websites and encourage you to review their privacy policies before providing any personal information.

18. CHILDREN'S PRIVACY

Our services are primarily intended for adults.

Where we provide services to individuals under the age of 18, personal information will only be processed with the involvement of a parent or legal guardian where required.

19. DATA BREACHES

If we become aware of a personal data breach that is likely to result in a risk to your rights and freedoms, we will investigate promptly and notify the Information Commissioner's Office and affected individuals where required by law.

20. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our business, services or legal obligations.

The latest version will always be available on our website.

21. CONTACT US

If you have any questions regarding this Privacy Policy or how we handle your personal information, please contact:

Gorilla Hair Repair Club Ltd

Email:

p=support@gorillaclub.co.uk

Telephone:
01332 480436

Registered Office:
62-64 Babington Lane, Derby. DE1 1SX

22. COMPLAINTS

If you are unhappy with how we have handled your personal information, please contact us first so that we have the opportunity to resolve your concerns.

If you remain dissatisfied, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Nothing in this Privacy Policy affects your legal rights under UK data protection legislation.