

Fresh

Privacy Policy

Hair, Nails, Beauty & Aesthetics Salon

This Privacy Policy explains how Fresh collects, uses, stores, and protects personal data. It demonstrates our commitment to respecting your privacy and complying with data protection legislation.

1. Who We Are

- Fresh is responsible for processing your personal data.
- Contact details for data protection queries will be provided on request.

2. Our Commitment to Privacy

- We respect your privacy and handle data responsibly.
- We comply with the UK GDPR and Data Protection Act 2018.

3. What Information We Collect

- Personal details such as name, address, phone number, and email.
- Health information relevant to treatments.
- Payment and appointment records.
- Images where consent has been given.

4. How We Collect Information

- Directly from you via consultations and forms.
- Through online booking systems.
- From phone, email, or in-person communication.

5. How We Use Your Information

- To provide safe and effective services.
- To manage appointments and payments.
- To meet legal and insurance obligations.
- To contact you about your care.

6. Lawful Basis for Processing

- Consent.
- Contract.
- Legal obligation.

- Legitimate interests.

7. Special Category Data

- Health information is treated with extra care.
- Processed only when necessary and with safeguards.

8. Sharing Your Information

- We do not sell your data.
- Information shared only with insurers, regulators, or medical professionals where necessary.

9. Data Storage & Security

- Data stored securely in locked systems or password-protected software.
- Access restricted to authorised staff only.

10. How Long We Keep Data

- Records kept in line with legal and professional requirements.
- Retention periods available on request.

11. Your Rights

- Right to access your data.
- Right to correct inaccuracies.
- Right to request deletion where appropriate.
- Right to restrict processing.
- Right to object.
- Right to data portability.

12. Marketing Communications

- Marketing messages only sent with your consent.
- You can opt out at any time.

13. CCTV & Images

- CCTV used for safety where applicable.
- Images used only with written consent.

14. Data Breaches

- Any data breach will be managed promptly.
- Serious breaches reported to the ICO within 72 hours.

15. Complaints

- If you are unhappy with how we use your data, you can complain to us.
- You also have the right to complain to the Information Commissioner's Office.

16. Policy Review

- This policy is reviewed annually and updated as needed.

Data Protection Lead: _____

Last Review Date: _____

Next Review Date: _____