**Sister Brows Ltd.**

**Privacy Policy**

This privacy notice explains how Sister brows Ltd. looks after personal information you give me or that we learn by having you as a client and the choices you make about marketing communications you agree we may send you. This 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
* Cookies
* Other websites
* Changes to our privacy notice
* How to contact us

**WHAT INFORMATION WE COLLECT ABOUT YOU**

We will collect information about you when you book an appointment for a service or treatment or buy a product, whether contact is online, by email or over the phone.

The information you give us may include your name, address, 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) and payment and transaction information.

For clients under the age of 16, 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, 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 any of your information.

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.

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

Unless you request otherwise, we will keep your information to contact you, no more than 5 times per year for a maximum of 1 year from your last visit.

After a year we will archive all your personal information, except for your name, relevant client history (e.g. allergy test records which I keep for 4 years) and financial transactions (which weare obliged to keep for 6 years).

See our data protection policy for further information.

**WHERE YOUR INFORMATION IS KEPT**

Your information is stored within a lockable filing box within a secure area, which only we have access to. Sending information via the internet is not completely secure, although we will do our best to protect your information and prevent unauthorised access.

**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 Helen Blain, by emailing [sisterbrows1@gmail.com](mailto:sisterbrows1@gmail.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.

**CHANGES TO OUR PRIVACY NOTICE**

We keep our privacy notice under regular review and we will place any updates on the printed copy. This privacy notice was last updated on 30th May 2018.

Signed: Helen Blain Elizabeth Parkes

Names: Helen Blain/ Elizabeth Parkes

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Review Date: 30/05/2019