

Barber Lounge Soham Privacy Notice

1. Introduction

We appreciate the trust you place in us when sharing your personal data. The security of that data is very important to us.

In this document, we will explain how we collect, use and protect your personal data.

We will also explain what rights you have with regards to your personal data and how you can exercise those rights.

2. Who we are

Barber Lounge Soham is an independent barber established in 2017 to serve the local community.

Our business address is:

8 High Street, Soham, CB7 5HD, Soham, Cambridgeshire

If you have questions about how we process personal data, or would like to exercise your data subject rights, please email us at thebarberloungesoham@outlook.com

3. Collection of personal data

We collect data for one or more of the following purposes:

- To enable us to respond to messages you leave in the 'CONTACT US' section of this web site.
- To enable you to book and appointment, to receive email and SMS notifications and to enable you to manage your bookings

You do not have to provide personal information to us, however, if you do not, it may affect your use of this Site or the products and/or services offered on or through it.

The table in section 4 below provides more detail about the data that we collect for each of these purposes, the lawful basis for doing so, and the period for which we will retain each type of data.

Technical information

We may use cookies on our Site from time to time. Cookies are text files placed in your computer's browser to store your preferences. Cookies, by themselves, do not tell us your email address or other personally identifiable information. However, they do allow this site and those of the third parties with whom we partner to function as expected.

4. Lawful basis for the processing of personal data

The table below describes the forms of personal data we collect and the lawful basis for processing this data.

Purpose of collection	Information category	Data collected	Purpose of collection	Lawful basis for processing	Data shared with?	Retention period
To provide you with requested information.	Subject matter information.	Name, email address	To provide response to question you have.	Consent	No one	Six months
To enable booking of appointments	Transaction details.	Name, email address, mobile phone number, gender.	To enable advance bookings	Contractual performance	Third party scheduling services.	Until such time that the data subject exercises their right to erasure.

5. Security Measures

We have what we believe are appropriate security controls in place to protect personal data. You should be aware of the many information security risks that exist and take appropriate steps to safeguard your own information. We accept no liability in respect of breaches that occur beyond our sphere of control.

6. Your rights as a data subject

As a data subject whose personal information we hold, you have certain rights. If you wish to exercise any of these rights, please email privacy@grci.group or use the information supplied in the 'Contact us' section below. To process your request, we will ask you to provide two valid forms of identification for verification purposes. Your rights are as follows:

- **The right to be informed**
As a data controller, we are obliged to provide clear and transparent information about our data processing activities. This is provided by this privacy notice and any related communications we may send you.
- **The right of access**
You may request a copy of the personal data we hold about you free of charge. Once we have verified your identity and, if relevant, the authority of any third-party requestor, we will provide access to the personal data we hold about you as well as the following information:
 - a) The purposes of the processing.
 - b) The categories of personal data concerned.
 - c) The recipients to whom the personal data has been disclosed.
 - d) The retention period or envisioned retention period for that personal data.
 - e) When personal data has been collected from a third party, the source of the personal data.

If there are exceptional circumstances that mean we can refuse to provide the information, we will explain them. If requests are frivolous or vexatious, we reserve the right to refuse them. If answering requests is likely to require additional time or occasions unreasonable expense (which you may have to meet), we will inform you.

- **The right to rectification**

When you believe we hold inaccurate or incomplete personal information about you, you may exercise your right to correct or complete this data. This may be used with the right to restrict processing to make sure that incorrect/incomplete information is not processed until it is corrected.

- **The right to erasure (the 'right to be forgotten')**

Where no overriding legal basis or legitimate reason continues to exist for processing personal data, you may request that we delete the personal data. This includes personal data that may have been unlawfully processed. We will take all reasonable steps to ensure erasure.

- **The right to restrict processing**

You may ask us to stop processing your personal data. We will still hold the data, but will not process it any further. This right is an alternative to the right to erasure. If one of the following conditions applies you may exercise the right to restrict processing:

- a) The accuracy of the personal data is contested.
- b) Processing of the personal data is unlawful.
We no longer need the personal data for processing but the personal data is required for part of a legal process.
- c) The right to object has been exercised and processing is restricted pending a decision on the status of the processing.

- **The right to data portability**

You may request your set of personal data be transferred to another controller or processor, provided in a commonly used and machine-readable format. This right is only available if the original processing was on the basis of consent, the processing is by automated means and if the processing is based on the fulfilment of a contractual obligation.

- **The right to object**

You have the right to object to our processing of your data where:

- a) Processing is based on legitimate interest;
- b) Processing is for the purpose of direct marketing;
- c) Processing is for the purposes of scientific or historic research; or
- d) Processing involves automated decision-making and profiling.

7. Contact us

Any comments, questions or suggestions about this privacy notice or our handling of your personal data should be emailed to thebarberloungesoham@outlook.com

Alternatively, you can contact us at the following postal address or telephone numbers:

8 High Street, Soham, CB7 5HD, Soham, Cambridgeshire

Telephone: 01353 655534

8. Complaints

Should you wish to discuss a complaint, please feel free to contact us using the details provided above. All complaints will be treated in a confidential manner.

Should you feel unsatisfied with our handling of your data, or about any complaint that you have made to us about our handling of your data, you are entitled to escalate your complaint to a supervisory authority within the EU. For the UK, this is the ICO (Information Commissioner's Office), which is also our lead supervisory authority. Its contact information can be found at <https://ico.org.uk/global/contact-us/>