

Privacy Notice May 2018

Close Health and Beauty is committed to protecting and respecting the privacy of our clients.

This notice sets out how any personal data we collect from you is processed by us, this includes how data is used, stored and deleted.

For the purposes of General Data Protection Regulations (GDPR) the data controller is Close Health and Beauty, The Close, High Street, Swineshead, Bedfordshire MK44 2AA

Information we collect about you

At Close Health and Beauty we ask all clients to complete a consultation form. Accurate information will be recorded in the form of written notes and will be updated at each appointment in order for us to provide a professional, personalised and safe service.

Personal information collected may include (but not be limited to) title, name, address, telephone numbers, email address and where provided, status of health, age and gender.

What use is made of the information?

We use information held about you to arrange appropriate appointments with therapists, to notify you about changes to appointments, to communicate with you if it is relevant to your treatment at Close Health and Beauty, to communicate with you about fund-raising events, to communicate with you about salon events that may be of interest to you for legitimate purposes with your consent, to provide you with appropriate therapy treatment, with your consent to write reports when requested by insurance companies or legal bodies or to medical consultants, GP's or health professionals.

Can I find out what information you hold on me?

Clients may have full access to their personal data and treatment records on written request to Clare Nairn, clare@closehealthandbeauty.co.uk.

If you think your information is not accurate or is incomplete you can ask us to correct it.

Can I have my data deleted? (Right to be forgotten)

You are entitled to ask for personal data to be deleted. In most cases however, some of a clients data and the treatment records have to be retained for insurance purposes and in case of possible legal issues that may in the future.

If you believe your data is not being processed for the purposes for which it was collected, you have a right to object in writing, including evidence or proof of why we should no longer hold your data to Clare Nairn, clare@closehealthandbeauty.co.uk.

How is data stored?

Paper copies of signed consultation forms are held in a safe place in a secure locked building.

We have a legal obligation to keep treatment records for 3 years. At Close Health and Beauty we keep records indefinitely, because of the risk of legal obligations in the future.

Use of cookies

When we provide services, we want to make them easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your computer or mobile phone. These include small files known as cookies. They cannot be used to identify you personally. Please note that cookies can't harm your computer and don't store personally identifiable information.

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Any changes we make to our Privacy Notice in the future will be posted on this here.