



Website privacy notice

This is the privacy notice of Sienna Hair Spa

In this document, we refer to Sienna Hair Spa

We are registered in England

Introduction

1. This is a notice to inform you on our policy regarding information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you, personal information and address information that could not. In the context of the law and this notice, 'process' means collect, store, transfer, use or otherwise act on information.
2. We regret that if there are one or more points below with which you are not happy, please contact us at siennahairspa@gmail.com.
3. We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.
4. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
5. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
6. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.knowyourprivacyrights.org
7. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

The bases on which we process information about you;

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which

we have determined that we can continue to process your information.

1. Information we process because we have a contractual obligation with you When you create an account on our website, buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us. In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal Information.

We may use it in order to:

- 1.1. verify your identity for security purposes
- 1.2. sell products to you
- 1.3. provide you with our services
- 1.4. provide you with suggestions and advice on products, services and how to obtain the most from using our website

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

2. Information we process with your consent Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our business, including [job opportunities and] our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. We may aggregate it in a general way and use it to provide class information, for example to monitor the performance of a particular page on our website.

If you have given us explicit permission to do so, we may from time to time pass your name and contact information to selected associates whom we consider may provide services or products you would find useful.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us siennahairspa@gmail.com or www.siennahairspa.co.uk "Contact Us" page. However, if you do so, you may not be able to use our website or our services further.

3. Information we process for the purposes of legitimate interests

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so. Where we process your information on this basis, we do after having given careful consideration to:

* Whether the same objective could be achieved through other means

- * Whether processing (or not processing) might cause you harm
- * Whether you would expect us to process your data, and whether you would, consider it reasonable to do so;

For example, we may process your data on this basis for the purposes of

- * Record-keeping for the proper and necessary administration of our business
- * Responding to unsolicited communication from you to which we believe you would expect a response
- * Protecting and asserting the legal rights of any party
- * Insuring against or obtaining professional advice that is required to manage business risk
- * Protecting your interests where we believe we have a duty to do so

4. Information we process because we have a legal obligation

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorization such as a search warrant or court order. This may include your personal information.

Specific uses of information you provide to us

5. Information relating to your method of payment. Payment information is never stored by us or and is only used at point of sale at our premises. Transferred to us either through online transfer or paypal.

6. Job application and employment

If you send us information in connection with a job application, we may keep it for up to one year in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for six years before destroying or deleting it.

7. Sending a message to us.

We keep personally identifiable information associated with your message, such as your name and email

address so as to be able to track our Communications with you to provide a high quality service.

8. Complaining

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint. If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

9. Affiliate and business partner information

The information is not used for any other purpose.

We undertake to preserve the confidentiality of the information and of the terms of our relationship. We expect any affiliate or partner to agree to reciprocate this policy.

10. Cookies.

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalized experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Others last indefinitely. Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

Our website uses cookies.

We use cookies in the following ways:

10.1. to track how you use our website

11. Access to your personal information

11.1. At any time you may review or update personally identifiable information that we hold about you, by visiting our premises.

12. Removal of your information

If you wish us to remove personally identifiable information from our website, you may contact us at siennahairspa@gmail.com

This may limit the service we can provide to you.

13. Verification of your information

When we receive any request to edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before

Granting you access by requesting you to visit our premises or ask security questions to safeguard your information.

Other matters

14. Use of site by children

14.1. We do not sell products or provide services for purchase by children, nor do we market to children.

14.2. If you are under 18, you may use our website or business services only with consent from a parent or guardian

14.3. We collect data about all users of and visitors to these areas regardless of age, and we anticipate that some of those users and Visitors will be children.

14.4. Such child users and visitors will inevitably visit other parts of the site and will be subject to whatever on-site marketing they find, wherever

They visit.

15. Encryption of data sent between us We use Secure Sockets Layer (SSL) certificates to verify our identity to your

Browser and to encrypt any data you give us. Whenever information is transferred between us, you can check

that it is done

So using SSL by looking for a closed padlock symbol or other trust mark in your browsers URL bar or toolbar.

16. How you can complaint

16.1. If you are not happy with our privacy policy or if have any complaint then you should tell us by email. Our address is siennahairspa@gmail.com

16.2. You can find further information about our complaint handling

Procedure at webpage Policies

16.3. If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or

Arbitration.

16.4. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at

[HTTPS://ico.org.uk/concerns/](https://ico.org.uk/concerns/)

17. Retention period for personal data

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

17.1. to provide you with the services you have requested;

17.2. to comply with other law, including for the period demanded by our tax authorities;

17.3. to support a claim or defence in court.

18. Compliance with the law

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

19. Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records. If you have any question regarding our privacy policy, please contact us.

What Data We Collect At Sienna Hair Spa Salon

In line with Insurance and Client Records we request the following information on site and all information is carefully stored and locked away;

Name

Address

Contact Telephone Number

Email address is optional as we do not directly contact you for marketing purposes, however should you email us to ask a question we will have to respond and your details will be stored in our database while we hold a relationship with our business. Should you wish for your email address to be removed from our database at any time please contact us at siennahairspa@gmail.com

Allergies

Medical contra-indications which could prevent us from safely carrying out a service with you
Services record at our salon

Credit and debit card information is not taken or stored by us and we use a card machine provided on site for any payments made by card. Should you require a refund at any time we will request your credit or debit card details how they will be immediately destroyed and appropriately disposed of either by shredding or deleting the information.

Photos are sometimes taken on site and are advertised on our social media platforms such as Facebook, Instagram and our Sienna Hair Spa Website. We will always requested signed consent for any pictures to be displayed and confirm that and photos will be removed immediately upon request.