

This Privacy Policy describes how your personal information is collected and used.

### **What Information We May Hold**

As a client of Beau Belles we may hold the following information about you:

Contact Information: name, address, telephone numbers, email address.

Personal Information: age, date of birth, medical history, personal health issues relevant to the consultation or treatment.

### **How we Store Your Information**

Your contact information may be stored manually on consultation forms and treatment notes, or electronically on a mobile and/or laptop, solely for the purpose of communicating with you. Electronic devices are password and security protected.

Personal information may be held manually only on consultation forms and treatment notes, which are kept in a locked file.

### **What we use your personal data for (some or all of the following purposes may apply):**

To contact you by email, telephone or using social media (e.g. Facebook, WhatsApp, Messenger).

To assess your suitability for various treatments.

To maintain our own accounts and records.

To seek your views, opinions or comments.

To notify you of changes to our facilities, services, events and staff.

To send you communications which you have requested and that may be of interest to you.

To process relevant financial transactions.

### **Will your Information be Shared?**

We will only share your contact data (title, name, address, telephone numbers) with your consent and this would usually be limited to our suppliers for the purposes of ordering and delivery of products, or when legally obliged to do so. Such suppliers will be independently responsible to you in terms of holding and processing your data and if you have any questions, wish to exercise any of your rights (see below) or wish to raise a complaint, you should do so directly to the relevant data controller.

## **Data Retention**

We will keep some records permanently if we are legally required to do so. We may keep some other records for an extended period. For example, it is currently best practice to keep financial records for a minimum period of 8 years to support HMRC audits or provide tax information. We are permitted to retain data to defend or pursue claims. In some cases, the law imposes a time limit for such claims (for example 3 years for personal injury claims or 6 years for contract claims). We will retain some personal data for this purpose as long as we believe it is necessary to be able to defend or pursue a claim.

In general, we will endeavour to keep data only for as long as we need it. This means that we will securely destroy or delete it when it is no longer needed.

## **Changes**

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

## **Your Rights**

You have the following rights with respect to your personal data:

### **1. The right to access personal data we hold on you**

At any point you can contact us to request the personal data we hold on you as well as why we have that personal data, who has access to the personal data and where we obtained the personal data from. Once we have received your request we will respond within one month.

### **2. The right to correct and update the personal data we hold on you**

If the data we hold on you is out of date, incomplete or incorrect, you can inform us, and we will update your data.

### **3. The right to have your personal data erased**

If you feel that we should no longer be using your personal data or that we are unlawfully using your personal data, you can request that we erase the personal data we hold. When we receive your request, we will confirm whether the personal data has been deleted or the reason why it cannot be deleted (for example because we need it for to comply with a legal obligation).

### **4. The right to object to processing of your personal data or to restrict it to certain purposes only**

You have the right to request that we stop processing your personal data or ask us to restrict processing. Upon receiving the request, we will contact you and let you know if we are able to comply or if we have a legal obligation to continue to process your data.

## **5. The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained**

You can withdraw your consent easily by telephone, email, or by post (see Contact Details below).

## **6. The right to lodge a complaint with the Information Commissioner's Office.**

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

## **Further processing**

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

## **Contact Details**

Please contact us if you have any questions about this Privacy Notice or the personal data we hold about you or to exercise all relevant rights, queries or complaints at:

Email: [jo@beaubelleswestbury.co.uk](mailto:jo@beaubelleswestbury.co.uk)

Phone: 01373 859689

Mobile: 07906063489

Mail: 40 Newtown, Westbury, Wiltshire, BA13 3EE