

# Data Protection Policy

At “Body By Indilee” we are committed to the highest privacy standards, to conform with the new GDPR Regulations launched on the 25 May 2018. However you choose to interact with us, we will only collect data that is necessary for us to deliver the best possible service to you. We want to ensure you are reminded about future appointments or anything else relevant to treatments you may be interested in or products you may buy from us. This Privacy Policy provides detailed information on when and why we collect your personal information and how we use it.

We will update this Privacy Policy from time to time to keep in line with government developments, so please check this page occasionally to ensure that you are happy with any changes. You are encouraged to review the Privacy Policy whenever you visit our website, to ensure that you understand how any personal information you provide will be used.

## **HOW DO WE COLLECT INFORMATION FROM YOU?**

We obtain information from you when you visit the salon using our Client Form and also from our website when you request to be added to our mailing list or order products from our online store.

## **WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?**

In addition to your basic contact information (name, date of birth, telephone numbers and your address) we will collect other relevant details including current, and past health and medication information which is important for our client duty of care process.

If you purchase a product from us, we do not store credit/debit card information, it is collected by third party payment processors, who specialize in the secure online capture and processing of credit/debit card transactions.

## **HOW IS YOUR INFORMATION USED?**

The information we collect about you is used to ensure we provide you with the best and most appropriate products and services. We will remind you of future booked

appointments and also send information about promotions on treatments and products, that we believe would be of interest to you.

We use your contact information to respond to queries from you, and where appropriate your bank details to collect Direct Debit payments as agreed. We may occasionally contact you to ask for your feedback on services we have provided.

### **WHO HAS ACCESS TO YOUR INFORMATION?**

We promise not to sell or rent your information to third parties.

We promise not to share your information with third parties for marketing purposes.

### **STORAGE, PROCESSING AND RETENTION OF INFORMATION**

We retain your information for as long as reasonably necessary to provide our products and services and to maintain records to satisfy HMRC, tax and other legal requirements.

### **HOW AND WHEN WE MAY SHARE YOUR PERSONAL INFORMATION.**

With your permission, we may disclose your information to our suppliers, for instance, Environ, if you have a specific problem or query. We may also pass information to external agencies and organisations, including the police, for the prevention and detection of fraud and criminal activity. Should any claim be made, we may pass your personal information to our insurers and if our business is wholly or partially transferred to a third party, your personal information may be one of the transferred assets.

### **YOUR RIGHTS WITH RESPECT TO THE PERSONAL INFORMATION WE HOLD**

You are entitled to access the personal information that we hold on you; any such request should be made using our contact details below. If any data we hold is inaccurate, this will be corrected promptly on request. In certain circumstances you can request that we erase your data which we will do where this would not prevent us meeting our legal and regulatory obligations.

### **YOUR COMMUNICATION PREFERENCES**

You may ask us not to use any of the contact details we hold on our records, this may include your email, SMS, telephone and postal information. However, we have found Text Reminders for Appointments a very useful feature. Your personal preferences can be changed at any time by using our “unsubscribe Feature” and either emailing or writing to us on the below details.

## **USE OF COOKIES**

A cookie is a small text file containing information that a web site transfers to your computer's hard disk for record-keeping purposes. A cookie cannot give us access to your computer or to your personal information. Most web browsers automatically accept cookies; consult your browser's manual or online help if you want information on restricting or disabling the browser's handling of cookies. If you disable cookies, you can still view the information on our web site, but the functionality of certain areas may be reduced.

## **COMMITMENT TO DATA SECURITY**

Non-sensitive details (your email address etc) are transmitted normally over the Internet, this can never be guaranteed to be 100% secure and is out of our control. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

We reserve our right to make any changes and updates to this Privacy Policy, without giving you notice as and when we need to. Our most up to date Privacy Policy is always available on our website.

You can contact us by:-

Phone: 609-608-0004

Email: [Bodybyindilee@outlook.com](mailto:Bodybyindilee@outlook.com)