This privacy policy explains how Pastiche Therapy looks after personal information you give us or that we learn by having you as a client and the choices you make about communications you agree we may send you. It explains how we do this and tells you about your privacy rights and how the law protects you.

TOPICS:

* What information we collect about you
* How information about you will be used
* How long your information will be kept for
* Where your information is kept
* Access to your information and correction
* Changes to our Privacy Policy
* How to contact us

WHAT INFORMATION WE COLLECT ABOUT YOU

We collect information about you when you book an appointment for a service or treatment or when you visit the salon for a service or treatment.

The type of information we collect for appointment purposes may include:

* your name
* email address
* phone number (mobile & land line)
* gender
* treatment history/products used
* details of patch tests carried out for treatments such as hair colouring, lash extensions, brow & lash tinting etc.

At the point of a face to face consultation with a therapist/stylist, we may collect additional information which is recorded manually on paper records only i.e:

* your name
* address
* email address
* phone number (mobile & land line)
* gender
* health/medical history
* any medication you are taking
* your GP name and address
* relevant history which may suggest that a service or treatment should not go ahead, or certain products should not be used (e.g. allergies, pregnancy, skin conditions), payment and transaction information.
* treatment history/products used
* details of patch tests carried out for treatments such as hair colouring, lash extensions, brow & lash tinting etc.

For clients under the age of 16, we will only keep and use their personal information with the consent of a parent, carer or guardian.

HOW INFORMATION ABOUT YOU WILL BE USED

In law, we are allowed to use personal information, including sharing it outside the salon, only if we have a proper reason to do so, for example:

* To fulfil a contract with you i.e. to provide the service or treatment you have requested and to communicate with you about your appointments
* When it is in our legitimate interest i.e. there is a business or commercial reason to do so, unless this is outweighed by your rights or interests
* When you consent to it: we will always ask for your consent to hold and use health and medical information.

The salon only use a paper based booking system for appointment management.

We will only hold the following information:-

* your name
* email address
* phone number (mobile & land line)
* gender
* treatment history/products used
* details of patch tests carried out for treatments such as lash extensions/brow & lash tinting

We will not share your information with any other third party without your consent except to help prevent fraud, or if required to do so by law.

HOW LONG YOUR INFORMATION WILL BE KEPT FOR

For insurance purposes we are required to retain your information for 7 years. After this time, if you no longer visit us your information will be deleted/shredded and disposed of in the correct manner.

WHERE YOUR INFORMATION IS KEPT

The only people to see your details are, the therapist/stylist performing the treatment, and Pastiche team members who add your contact details.

Your contact information is only used to keep you informed about your appointment and is not sold on to any third parties. You can opt out of this service at any time by speaking to your stylist/therapist.

Any and all paper records are protected within secured premises and are locked away.

ACCESS TO YOUR INFORMATION AND CORRECTION

You have the right to request a copy of the personal information that we hold about you. This will normally be free, unless we consider the request to be unfounded or excessive, in which case we may charge a fee to cover our administration costs.

If you would like a copy of some or all of your personal information, please contact Joanna Witham or Heidi Burrow by post.

We want to make sure that your personal information is accurate and up-to-date.

You may ask us to correct or remove information you think is inaccurate.

You have the right to ask us to object to our use of your personal information, or to ask us to delete, remove or stop using your personal information if there is no need for us to keep it.

CHANGES TO OUR PRIVACY POLICY

We keep our privacy Policy under regular review and we will place any updates on this webpage. This privacy Policy was last updated on 25 May 2018.

HOW TO CONTACT US

Please contact us if you have any questions about our privacy policy or information we hold about you:

* By phone 0115 922 6200
* Or write to us at Pastiche Therapy, 110 High Rd, Beeston, Nottingham NG9 2LN

You also have the right to complain to the Information Commissioner’s Office. Find out on their website how to report a concern: [ico.org.uk/concerns/handling](https://ico.org.uk/concerns/handling/)