



## HQ HAIR SALON PRIVACY NOTICE

### PRIVACY NOTICE AND GDPR

Types of personal data hq process:

- Mobile telephone numbers
- Address
- Email

Why we use it.

We will send you a confirmation text regarding your appointment or any amendments to the appointment and also a text reminder 2 days before your appointment.

You can also respond to this text to either confirm or cancel your appointment.

Occasionally we may send you offers or rewards via text messages, email or by post.

***We do not share your details with anyone outside of hq.***

How long we retain your details.

- General details will be kept for 1 year after your last visit.
- Any financial transactions will be kept encrypted for the required accounting term which is 6 years.
- Allergy testing records will be kept for 4 years.

***Hq will not use any personal data for any other reason than legitimate ones, to fulfil and provide the service or treatment.***

Your rights

You have the right to request a copy of the personal information that we hold about you, this will be of no charge. If you would like a copy please contact [elise@hqworks.com](mailto:elise@hqworks.com)



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 object to our use of your personal data if there is no need for us to keep it.

How personal data is stored

Telephone numbers, addresses and emails are kept on our secure salon software MEEVO. It is password protected. A record of all appointments, transaction methods are also kept on our salon software and also password protected. NO CARD DETAILS ARE EVER STORED.

Records of skin tests and colours / chemical services are kept on a paper record card. These are locked away at night in a filing cabinet.

The card machine receipts are kept for accounting purposes only. They are kept in a locked filing cabinet. The receipts are encrypted. Hq is fully compliant with PCI DSS security.

We print out a hard copy of the day's appointments for info only, these are shredded at the end of the working day. If and only when extreme weather is forecast these maybe taken home so we can contact you if the salon has to be closed. This will only be done on a very limited circumstances.

Where to make a complaint

If you feel a breach has taken place please first make your complaint to [elise@hqworks.com](mailto:elise@hqworks.com). If you are not satisfied the next step is to contact the ICO.

Any breaches and action needed will be recorded.

***Please speak to the salon's team about an opt in consent form.***