

Introduction –

Timeless Beauty Boutique, 23, St Martins Walk, Dorking, Surrey. RH41UT

Tel 01306 889000 email privacy@timelessbeautyboutique.co.uk

Owner and proprietor: Mrs B.Yarranton, (subsequently referred to as ‘the company’ or ‘we’ or ‘our’ or ‘us’).

VAT no.

Privacy Notice

Our Commitment to You

Privacy and protection of your personal data is important to us and we are committed to ensure you are fully informed about your rights and how we use your data. Our Privacy Notice will tell you how we collect and use your data to improve your experience with us. We'll make sure we collect and store your data securely and only retain it for as long as we need to. You will always be in control of the way we use your data and communicate with you, and should you wish to make a change you will easily be able to do so, by emailing us at privacy@timelessbeautyboutique.co.uk

There are a number of different permitted basis which allows the company to collect and process your personal data, including:

- Consent - In specific situations, we can collect and process your data with your consent. For example, if you opt to receive marketing information from us via email/SMS
- Contractual obligations - In certain circumstances, we need your personal data to comply with our contractual and insurance obligations.

For example:-

1. If you order an item from us for home delivery, we'll collect your name and address details to deliver your purchase, and pass them to our third party courier.
 2. To ensure that we have relevant health and purchase history, we need to keep personal information about you which includes name, address, telephone number, mobile telephone number, e-mail address and any personal health history that is relevant to the treatment you have requested and is an insurance obligation.
 3. **That we have the required permissions to reply or contact you regarding your requests for online bookings or online purchases from the online booking form or online shop on the website.**
- Legal compliance - We may need to collect and process your data if we have a legal obligation.
 1. For example, we can pass on details of people involved in fraud or other criminal activity affecting Timeless Beauty Boutique to law enforcement authorities or to external advisers.

We collect information from and about you at various times and in different ways to help us provide you with the best possible service based on our overall understanding of you, as well as to meet our obligations under the law. We use your data to:

- manage your account with us and provide you with products and services you want
- communicate with you and manage our relationship with you
- personalise and improve your experience, inform you of latest trends, products, services and promotions that you may like
- improve our services, fulfil our administrative purposes, comply with our legal obligations and protect our business.

When you shop, request online bookings, request information about items on the website or buy gift vouchers on our website: www.timelessbeautyboutique.co.uk, we collect:-

- IP address, browser, device, time & location.
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- login details: email billing/delivery address & password
- registration info: name, address, and phone number.
- Pages viewed, page interactions and visit duration

Why we collect this information

- To fulfill your order
- To securely log your booking details into our system.
- To enable us to confirm and secure your bookings with you.
- To protect our business and your account from fraud and other illegal activities

What do we do with your information ?

- Your data is securely stored on our salon computer.
- Your data is regularly backed up to an offsite Secure location.
- No data is ever sold.
- Your data is used purely for keeping contact, medical and product history which is required to ensure safe continuity of your treatments and is a requirement of our Insurance.
- Your data is kept on rolling basis for a period of no less than six years. You can request have this Data deleted from our systems at any time during this six-year period after which your data it will be deleted unless you still receiving treatments or buying products from us, by emailing us on the email address at the top of this document.

If you want to see your data.

- You can request to see what data is held about you on our system by emailing us at the address at the top of this document. We will respond within 30 days of your request. To ensure security of your information we will require identification of yourself and your current address before any information is released.