

Privacy Policy

This Privacy Policy explains our data processing practices and the ways in which your personal data is used. If you have any requests concerning your personal information or any queries with regard to our processing please contact us using the contact details on this website.

Last updated: 24th May 2018

How We Use Your Personal Information

This document sets out how The Hair Extension Boutique collects and uses your personal information. This includes information that you supply to us and plus other data that we learn by having you as a client.

The Hair Extension Boutique are committed to the protecting your right to privacy and to ensuring the security of any personal information that we hold.

We will not sell your data to any third party. We will only hold information that is relevant to our work with you or prospective professional relations.

The Hair Extension Boutique is certified by the Government-backed Cyber Essentials which demonstrates our commitment to the security of your data and the defence against potential cyber-attacks.

Please note: Our website may contain links to other websites which are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

Who We Are

The Hair Extension Boutique

7 Princes Avenue, Hull, HU5 3RX, Tel: 01482 343499

Your Legal Rights

You are protected under law to ensure that we only use your personal information when there is a valid, legal reason for us to do so. We must fulfil one of the following criteria:

- Contractual obligation
- Legal duty
- Legitimate interest
- You have given your explicit consent

Legitimate interest is when we have a valid business reason to process your data. However, this must not go against your interests and should be within what would generally be considered acceptable and fair.

Other areas of the law cover sensitive personal information, none of which we will collect - e.g. ethnic origin, sexual orientation.

Outside of these areas, the only other situations we would process your personal information in would be:

- For reasons of public interest
- To establish, exercise or defend legal claims

Types Of Data

The data we hold will include, but may not be restricted to, one or more of the following:

- Name
- Work address
- Work email
- Personal email (if supplied by you)
- Work telephone number
- Personal telephone number (if supplied by you)
- Work mobile number
- Personal mobile number (if supplied by you)
- Job title
- Correspondence history

How We Collect Data

We may collect data from you via any of the following sources:

- Data that you give us (via contact forms, emails, telephone conversations etc)
- Recommendations from other companies
- Publicly available information available through the internet.

How Long Do We Store Your Data For

We will keep your data:

On our internal systems

- As long as you are an active client
- For an appropriate length of time to facilitate future enquiries you may make

Within our website CMS

- For 6 months following a contact form submission

We keep your data to allow us to keep in contact with you for any ongoing work and to allow us to contact you regarding any prospective work and updates about Portfolio Hull.

Keeping Our Records Up-To-Date

We actively seek to ensure that all of the data we hold is current and up-to-date. However, if you believe that we are holding inaccurate data about you, please inform us and we will look to rectify this as quickly as possible.

If you would like to know what personal information we hold on you, please contact us and we will supply it to you without undue delay. Similarly, please inform us if you would like us to delete any personal information that we hold on you.

Cookies

Cookies are little files of data that are stored on your computer or handheld device, used by websites in order to improve your user experience by enabling that website to 'remember' you, either for the duration of your visit (using a 'session cookie') or for repeat visits (using a 'persistent cookie').

Each cookie is unique to your web browser. It will contain some anonymous information such as a unique identifier and the site name and some digits and numbers. It allows a website to remember things like your preferences or what's in your shopping basket.

This website does not store any information that would, on its own, allow us to identify individual users of this service without their permission. Any cookies that may be used by this website are used either solely on a per session basis or to maintain user preferences. Cookies are not shared with any third parties.

If you prefer, it is possible to block some or all cookies, or even to delete cookies that have already been set; but you need to be aware that you might lose some functions of the website. You can block cookies by going into your browsers control panel/preferences.

This site uses Google Analytics to monitor traffic levels, search queries and the number of visits. The Google Analytics JavaScript libraries use HTTP Cookies to track what a user has done on previous pages and any interactions with the website. These cookies enable Google to determine whether you are a return visitor to the site, and to track the pages that you visit during your session.

You can opt-out of sending information to Google Analytics by installing the Google Analytics opt-out browser add-on.

How We Process Data Supplied By clients

Beyond the data we hold ourselves, we will often handle data supplied to us by clients to process on their behalf for specific reasons.

In all cases, The Hair Extension Boutique will act as a Data Processor acting under the direct instruction of the client, the Data Controller.

Processing of personal data on behalf of clients

The client shall at all times comply with all Data Protection Laws in connection with the processing of Protected Data.

The client shall ensure all instructions given by it to The Hair Extension Boutique in respect of Protected Data (including the terms of this Agreement) shall at all times be in accordance with Data Protection Laws.

The client shall indemnify and keep indemnified The Hair Extension Boutique against all losses, claims, damages, liabilities, fines, sanctions, interest, penalties, costs, charges, expenses,

compensation paid to Data Subjects, demands and legal and other professional costs (calculated on a full indemnity basis and in each case whether or not arising from any investigation by, or imposed by, a supervisory authority) arising out of or in connection with any breach by the client of its obligations.

Instructions

The Hair Extension Boutique will only process personal information in accordance with a contracted agreement except where otherwise required by applicable law (and shall inform the client of that legal requirement before processing, unless applicable law prevents it doing so on important grounds of public interest); and

If The Hair Extension Boutique believes that any instruction received by it from the client is likely to infringe the Data Protection Laws it shall promptly inform the client and be entitled to cease to provide the relevant Services until the parties have agreed appropriate amended instructions which are not infringing.

Security

Taking into account the state of technical development and the nature of processing, The Hair Extension Boutique shall implement and maintain the technical and organisational measures to protect the Protected Data against accidental, unauthorised or unlawful destruction, loss, alteration, disclosure or access.

Sub-processing

The Hair Extension Boutique will inform the Data Controller of any sub-processors which are to be used so that an agreement can be put in place prior to any processing being carried out.

Assistance

The Hair Extension Boutique will (at the client's cost) assist the client in ensuring compliance with the client's obligations pursuant to Articles 32 to 36 of the GDPR taking into account the nature of the processing and the information available to The Hair Extension Boutique.

We will also assist in responding to requests for exercising the Data Subjects' rights under Chapter III of the GDPR (and any similar

obligations under applicable Data Protection Laws) in respect of any Protected Data.

International transfers

The Hair Extension Boutique shall not process and/or transfer, or otherwise directly or indirectly disclose, any Protected Data in or to countries outside the United Kingdom or to any international organisation without the prior written consent of the client.

Breach

The Hair Extension Boutique shall notify the client without undue delay and in writing on becoming aware of any Personal Data Breach in respect of any Protected Data.

Deletion/return

At the end of the provision of the Services relating to the processing of Protected Data, at the client's cost and the client's option, The Hair Extension Boutique shall either return all of the Protected Data to the client or securely dispose of the Protected Data (and thereafter promptly delete all existing copies of it) except to the extent that any applicable law requires The Hair Extension Boutique to store such Protected Data.