

Privacy Policy

The Hair Collection Company Privacy Policy

In compliance with UK and European data protection regulations, this privacy policy explains what personal information The Hair Collection will collect from you when you visit our website or are a recipient of our services.

The Hair Collection is committed to ensuring that your data and privacy is protected. Should we ask you to provide certain information by which you can be identified when interacting with us, you can be assured that it will only be used in accordance with this privacy statement.

The Hair Collection may change this policy from time to time by updating this page. You should check this page periodically to ensure that you are happy with any changes.

This policy is effective from 23rd May 2018, but has been updated 21st March 2021.

Personal Data Collected

The Hair Collection may collect personal information which we receive when:

- you use our website
- you use our services
- you contact us or
- you are a recipient of our services.

We may collect the following types of information:

- your name, address, email address, telephone number(s) and other contact details
- information required to provide you with a service (e.g. bank details, medical history or information etc), and details of our services that you have used
- your payment information such as credit or debit card details and bank account details

Additionally, we collect data specific for some of the services we provide, please scroll down for more details on the following specific services:

The Hair Collection Products and Services Booking and Attending Consultations

Why do we collect this information?

We collect your personal information to:

- provide you with services that you may request from us
- for our legitimate interests in making you aware of areas that may be of interest to you or the let you know about other product and services offered by The Hair Collection
- to meet our legal and regulatory obligations

How do we collect this information?

We collect personal information:

- directly from customers: e.g. when a customer signs up to receive our services or registers on our website or make purchases
- from publicly available sources: e.g. social media, internet services

We are committed to keeping your information up to date as far as is reasonably possible. However, if you believe that we have made an error, then please contact us as we have outlined below, and we will use reasonable endeavours to correct.

Keeping your information safe and secure

We are committed to ensuring that your personal information is secure and protecting it from being inappropriately or accidentally accessed, used, shared or destroyed, and against it being lost.

In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Sharing your data with third parties

Access to your personal information is only allowed when required by law or is required as part of fulfilling our service obligations.

We do not, and will never, sell or share your personal information with other third parties.

How long do we keep personal information?

1. We will only retain customers' personal information for as long as it is needed to carry out a particular purpose or meet a particular obligation or provide a particular service.
2. The Hair Collection will destroy all personal data held, after a period not longer than 4 years after the completion of any services provided to our Clients.

How we use Cookies

Cookies are small files of letters or numbers downloaded onto a device when users access websites. They are widely used to make websites work, or work more efficiently, as well as to provide service information to the owners of the site.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

- if you have previously agreed to us using your personal information for providing our services, you may change your mind at any time by writing to, or emailing us at sarah@thehaircollection.co.uk
- we will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so

You may request details of personal information which we hold about you under UK and European data protection regulations. If you would like a copy of the information held on you please write to:

The Hair Collection Unit 6, The Royal Star Arcade, High Street, Maidstone, Kent ME14 1JL or by email to sarah@thehaircollection.co.uk

If you believe that any information, we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address.

We will promptly correct any information found to be incorrect.

How we will use information.

We may use the information listed above in the following ways:

- to provide our products and services in the safest possible way whilst being aware of your personal circumstances and any medical conditions that you make us aware of.

- to send promotional emails or postal mailings about new products, special offers or other information which we think you may find interesting.

Who will have access to the data – data will only be accessible by employees of The Hair Collection and even then, only with people who actually need to see or use the data.

We do not, and will never, sell or share your personal information with other third parties.

Data captured by The Hair Collection will be held:

- indefinitely whilst you continue to use or benefit from our services
- should you stop using our services and there remains no interaction, your file and data will automatically be deleted after 4 years
- OR until you request us to remove your data from our records.

You are welcome to request your records to be amended or deleted at any time by emailing us at sarah@thehaircollection.co.uk, or calling us on 01622 755999.

If you have any specific query regarding our Privacy Policy, please email sarah@thehaircollection.co.uk