

Fox House Retreat Ltd Privacy Policy – Effective From 14/07/2021

Our contact details

Name: Stephen Elliott, Director

Address: Tauro, Trewint Road, Menheniot, Liskeard, Cornwall, PL14 3RJ

Phone Number: 01579 346525

E-mail: info@foxhouseretreat.com

The type of personal information we collect

We currently collect and process the following information:

- Name
- Address
- Telephone Number
- Email Address
- Date of Birth

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To aid us with suppling of our services to you
- To allow us to market our services to you.

We also receive personal information indirectly, from the following sources in the following scenarios:

- When you call us via any of our staff members / salon telephones
- When you email any / all of our staff members through their official @foxhouseretreat.com email address
- When making payment through BACS or cheque payment.
- When making payment through our card machines.

We use the information that you have given us in order to:

- Establish initial contact
- Provide our services to you
- Provide any relevant information during your appointment.

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Company Number. 10342048 **VAT No.** 270 114 49



- Market our other services to you that may be of interest.

We may share this information with other 3rd parties in order to provide our services to you, we **Do Not** sell any of your personal data to 3rd parties or use any of your personal data for marketing purposes, when taking payments via cheques & debit / credit card (Starling Bank Limited, Barclays Bank PLC, Barclaycard Payment Solutions) we are in effect sharing your personal data with these 3rd parties, we also share your personal data with our accounting software partner Xero Limited for our accountancy purposes, Your data is stored securely secured through our software partner Belle Newco Ltd and we are in affect sharing your data with Belle Newco Ltd, your data is kept secure and encrypted and their privacy policy can be found here: <https://www.getslick.com/privacy-policy>.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting us on info@foxhouseretreat.com / 01752 268747**
- (b) We have a contractual obligation.**
- (c) We have a legal obligation.**
- (f) We have a legitimate interest.**

How we store your personal information

- Your information is securely stored with our partner Belle Newco Ltd through their “Slick” salon software. All data is encrypted during transit and whilst ‘at rest’ (When not in use).
- Any email data is securely stored with our partner 123 Reg through their webmail platform. All data is encrypted whilst in transit using SSL and any physical records destroyed.
- We keep your name for a period of 6 Years after your last checked out appointment, then your data will be deleted from our “Slick” salon software and any physical records destroyed.
- We keep your address for a period of 6 Years after your last checked out appointment, then your data will be deleted from our “Slick” salon software and any physical records destroyed.
- We keep your telephone number for a period of 6 Years after your last checked out appointment, then your data will be deleted from our “Slick” salon software and any physical records destroyed.

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- We keep your email for a period of 6 Years after your last checked out appointment then your data will be deleted from our “Slick” salon software and any physical records destroyed, we retain emails for a period of 6 years after receipt.
- We keep your Date of Birth for a period of 6 Years after your last checked out appointment, then your data will be deleted from our “Slick” salon software and any physical records destroyed.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

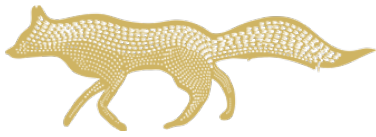
Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at info@foxhouseretreat.com, 01752 268747, Tauro, Trewint Road, Menheniot, Liskeard, Cornwall, PL14 3RJ if you wish to make a request.

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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Fox House Retreat Ltd, Tauro, Trewint Road, Menheniot, Liskeard, Cornwall, PL14 3RJ, info@foxhouseretreat.com, 01752 268747.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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