

This statement has been created in accordance with requirements of the General Data Protection Regulation (GDPR). Its aim is to clarify what data we collect from our Clients, why we collect it (it's use), how we store it and how we manage it (what we do and don't do with data).

Clients may request information regarding the data we hold about them, and may request for it to be updated and/or deleted. We aim to respond to such requests within 30 days.

Client Consultation Form – this document is given to all new Clients to complete prior to their treatment with us. It provides us with the necessary high level information to enable us to assess suitability for a treatment/s and make/recommend any treatment modifications, to perform Client management tasks (ie contact Clients regards their appointment).

Name – we collect your first name and surname. This is transferred to SalonLite so we can easily identify individuals regarding their appointments/treatments with us.

Date of birth/age – we collect this information to confirm eligibility for treatments. Any clients under the age of 17 require parental consent for treatments which can be provided on the CCF and on separate parental/carer consent forms .

Address – we collect this information solely for the purpose of confirming clients identity when booking appointments. This is useful for us when clients share the same name. We do not post information out to addresses unless a gift voucher has been purchased and a request has been made by the purchaser for it to be posted.

Email Address – we collect email addresses with the express purpose of contacting clients via with appointment reminders. This information is transferred to SalonLite and clients are automatically emailed an appointment reminder. Clients at any time may “opt-out” easily from receiving appointment reminders by clicking un-subscribe on the appointment reminder email they receive. Clients may also notify us at info@thenorthspa.co.uk if they wish for email address to be removed. It is a clients responsibility to update us of any new or changes to their email address or preferences.

Medical Information – high level medical information (via tick boxes) is requested on the CCF. This is requested solely to assess suitability for treatments and to give appropriate advice pre- and post treatment. This information is noted on the clients record on SalonLite so our therapists are aware of any treatment considerations. As with all information collected it is never shared outside of our organisation and it is treated with respect, consideration and used solely for the purpose of a clients treatments with us. Again it is a clients responsibility to notify us of any medical conditions or changes to medical information pertaining to their treatments. Any updates are noted on SalonLite and only current/relevant information is stored.

Lifestyle Information – this is collected, used and treated the same as outlined in Medical Info above.

Client statement – we request a client statement for example how a client would like to feel after a treatment. This helps us tailor a treatment or experience and helps with evaluation of our service.

Client Signature – this is collected to validate the CFC provided by a client. It is never used or stored electronically.

PRIVACY STATEMENT 2018
THE NORTH SPA, 18 NORTH ROAD, ST HELENS, WA102TL

All Client Consultation Forms are paper based and stored in a lockable filing cabinet for 7 years. After such time, aged CFC's are disposed of entirely.

In 2016 we introduced the use of Salon Management Software – "SALONLITE" – we use a secure cloud based software to assist with the daily management of our salon, appointment making and client management. Clients may request to see the information we hold on SalonLite about them, and may request it to be updated or deleted. This can be done by emailing such requests to info@thenorthspa.co.uk and we will get in touch within 30 days to organise this.

It is our Policy to delete client records on SalonLite that have not been active – ie where a Client has not visited the salon for an appointment – after 7 years has elapsed. This will come into effect from 2023. Any client records where clients have booked in over the phone (and have "no-showed") and as such no CCF has been completed will have their information deleted. This activity will take place every 3 months enabling us to "clean-up" and as such not hold data about individuals who are not clients.

Card Payments

We accept debit and credit card payments. We do not store card information or cardholder details on paper or electronically. Purchases made in person are validated by chip and pin. Purchases made over the phone are dealt with only via the card terminal and processed in accordance with card processing rules and procedures, with which we are compliant.

Any queries, comments or complaints about our Data Handling should be addressed to Catherine at info@thenorthspa.co.uk All such emails will be responded to within 30 days of receipt.