

PRIVACY POLICY.

TRANSITION

We are committed to protecting your privacy, and will ensure that any information you provide to us will be collected and used in accordance with the Data Protection Act 1998 and the Privacy and Electronic Communications Regulations 2003.

This is the Transition Beauty privacy policy. We are located at **131-133 Fratton Road, Fratton, Portsmouth, Hampshire PO15AJ.**

Our website is **www.transitionsalon.co.uk** and we can be contacted by email **enquiries@transitionsalon.co.uk**. This privacy policy explains how we use any personal data we collect about you and why we collect it.

What data do we need?

We need your contact details, your name, contact telephone numbers, address and email address. We also need your date of birth, and any health implications and current medication and known allergies in order that we can provide you with safe and conscious treatments. Your permission to photograph before evidence, during evidence and after results.

Why do we need this data?

We need this data to ensure that we continue to deliver safe and suitable treatment to your personal needs. We use information collected from you at consultations to develop and enhance the services we offer to you and to help us build our business.

You do not have to share all of the data required with us, but without a full history and data we will not be able to offer all services you may request.

How will we use this data?

We at Transition are well aware that the information you give us is sensitive.

We take privacy issues seriously and are open about the way data is collected and used.

This policy outlines the principles that we follow. Your contact details I.e telephone numbers and email will be used in emergency situations.

Your date of birth, health and medication details will be used to ensure we deliver any treatment to a high and safe standard within Insurance guidelines.

We respect your privacy and can confirm that unless required, with your consent, for a lawful matter, that we will never share your data outside of Transition Beauty to any third parties.

We would like to send you information and promotions about the services and products we offer using the data you have shared with us. If you consent to being contacted on the reverse of this consultation form you may withdraw this consent at any time by emailing us at enquiries@transitionsalon.co.uk.

How long will we keep your data?

Your data will be stored for four years from your last visit.

You have the right to access the data we hold on you, that you have provided. Any request for this should be made to our DPO Data Protection Officer, Miss Deborah McIntyre salon owner at the address above. A response will be given within 28 days.

You also have the right to request rectification regarding your data you provided if you feel this data is inaccurate or irrelevant for purpose. You have the right to request we remove all data from our database. Or simply unsubscribe electronically via any of the email or SMS messages which will always include an option to exclude yourself from receiving this material.

Complaints.

If you have any questions or complaints regarding this privacy policy or our handling of your personal data you can do this by email to our DPO at **enquiries@transitionsalon.co.uk** or by post.

TRANSITION

SALON POLICY.

CANCELLATION OR MISSED APPOINTMENTS - As a courtesy to our therapists and other guests we require 48 hours notice of appointment alterations or cancellations. Repeatedly missed appointments will incur a charge of 50%. N.B we do have a 24 hour answerphone & Facebook messenger. Missed appointments throughout a course will be considered as lost.

PERSONAL ITEMS - We at Transition want you to be comfortable at all times that you are with us and so we ask that you avoid bringing valuables to the salon, as we cannot be held responsible for any loss or damage.

MOBILE DEVICES - To ensure the comfort of yours and that of our other guests, we require your mobile devices be **TURNED OFF** or put to silent. Your treatment time may be compromised.

CHILDREN - Due to the nature of most of our treatments and for the comfort of other visitors and guests, children are not allowed in the treatment rooms. Please avoid bringing children below the age of 12 years into the salon.

SKIN TESTS - If you are advised to have a skin/sensitivity test for your safety, *this must be performed 48 hours prior to your scheduled service. Refusing or non-compliance will result in the service being cancelled.*

LADIES ONLY - We are a unisex salon and men come regularly for treatment, if you wish to know if men will be in the salon at the time of your service please ask when booking.

MEN ONLY - Men are required to wear underwear during treatments. If a male client arrives without underwear the therapist reserves the right CANCEL/postpone the treatment. This appointment will be considered as a missed appointment.

MEDICATION - If you are taking medication, are postoperative, pregnant or have a medical condition, it is advisable that you consult your doctor before embarking on any treatment. Certain medical conditions may preclude you from having some of the treatments. Please update your records with your therapist.

ALLERGIES - If you have any allergies, particularly to nuts, seafood or wheat, please advise us at the time of booking as some of our oils are not suitable, we can then advise you on an alternative oil and treatment.

GIFT VOUCHERS - Our bespoke gift vouchers are available to be used for treatments. Gift vouchers are **STRICTLY VALID FOR SIX MONTHS ONLY** from date of issue. Gift vouchers are non-refundable, non-transferable and any change will be given in gift voucher form, bearing the same expiry date as the original voucher. Gratuities cannot be deducted from the gift voucher. Lost gift vouchers cannot be replaced. The gift voucher must be presented at the time of treatment.

TREATMENT COURSES - All treatment Courses are non-refundable. If however you can not complete your course we will deduct the full brochure price of any treatments taken and credit your account with the remaining amount. Missed appointments during a course can be forfeited and lost without our standard cancellation policy.

PRICING - All prices are inclusive of VAT at the current rate and are subject to change without prior notice. The range of treatments is subject to availability.

REFUNDS - In these rare occasions and usually with a medical reason for a full refund, we will offer this in a credit form and the sum returned to your account to be used against alternative treatment. If this is not applicable a refund will be made to the card used initially, an alternative repayment is not permitted. In the event of a cash or cheque payment these will be returned by cheque. We may be entitled to deduct any admin costs incurred - to the sum of £15 max. This can only be authorised by the salon owner and may take up to 30 days.

PROMOTIONS - Unless a course of treatment is purchased, due to the saving and reduction in cost, unless stated the monthly promotions are strictly to be taken and completed within **TWO** months of purchase date. In the event that a course is promoted this must be started within the month of purchase.

DEPOSITS - Please do not be offended if you are asked to pay a deposit prior to your appointment. We will ask for a deposit if your appointment exceeds 1 hour and if our appointment availability is low.

TREATMENT POLICIES - In rare cases, your treatment may need to be rescheduled or booked with a different therapist due to staff illness or situations beyond our control. We will endeavour to inform you prior to your time with us. Please note treatment times stated include time spent changing and the timings for treatments are approximate. Please endeavour to be punctual.

MEDICATION/PERSONAL DATA - *IT IS THE CLIENTS RESPONSIBILITY TO KEEP US INFORMED OF ANY CHANGES IN PERSONAL DATA AND MEDICATIONS.* Please see our privacy policy.