



La Clinica: Privacy Policy

This privacy policy explains how we use any personal information we collect about you. It is for La Clinica and its website www.laclinica.co.uk.

What information do we collect about you?

The Personal information that we'll process in connection with all of our products and services, if relevant, includes:

- Personal and contact details, such as title, full name, contact details and contact details history
- Your date of birth, gender and/or age
- Health and Medical history, in connection with any sensitivities that you disclose if necessary, and any other information you provided to us when you completed the La Clinica initial registration when first becoming a client
- Records of your contact with us for services and products provided by us

The source of your personal information

We only collect information from you directly and not from any other source.

How will we use the information about you?

We use your personal data for the following purposes:

- Ensuring that the product or service we provide is appropriate to you
- Communicating with you by email, text, phone, Facebook or other digital channels
- Making sure that we comply with the terms of our Salon insurance policies
- Updating your records when appropriate
- Managing any aspect of the product or service
- To improve the operation of our business, such as to remind you of appointments
- For management and auditing of our business operations including accounting
- To monitor and to keep records of our communications with you and our staff
- For sending you marketing communications, such as special offers
- To comply with legal and regulatory requirements and guidance

For security and safety reasons

We will NOT share your details with any third party (other than to an accredited organisation handling that information on our behalf such as sending out emails or messages for us, appointment and sales management, payment handling or document storage providers). We are based in the UK where we store safely any hard copy documents (such as Client Consultation Forms). However, we use the services of various international companies to handle certain personal information – please refer to further details set out below under the headings of “Email Mailing Lists”, “Payment System” and “Appointment Software”.

Marketing

We would like to send you information about our products, services and offers, in accordance with your marketing preferences. Having consented to receive marketing communications, you may opt out at a later date. If you wish to do so, please contact us (see how below), or follow the instructions in the communication.

For how long is your personal information retained by us?

We’ll hold your personal information for as long as we have reasonable business needs (such as managing our relationship with you) and also to meet our legal and regulatory obligations or guidance.

What are your rights under data protection laws?

Here is a list of the rights that all individuals have under data protection laws. They don’t all apply to our circumstances e.g. we do not use automated decision making.

- The right to be informed about the processing of your personal information
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- The right to object to processing of your personal information
- The right to restrict processing of your personal information
- The right to have your personal information erased (the “right to be forgotten”)
- The right to request access to your personal information and to obtain information about how we process it
- The right to move, copy or transfer your personal information (“data portability”)
- Rights in relation to automated decision making which has a legal effect or otherwise significantly affects you

You have the right to complain to the Information Commissioner’s Office which enforces data protection laws: Although, in the first instance please do contact Carolina Hamilton (see how below) to seek to resolve the issue.



Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of our website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Email Mailing Lists

We will shortly be introducing an electronic email marketing system, please check this section in the near future for details.

Payment System

We will shortly be introducing an electronic payments system, please check this section in the near future for details.

Appointment Software

We will shortly be introducing an electronic appointments system, please check this section in the near future for details.

Possible Consequences of failing to provide personal data

Certain information is required by us to meet legal, statutory and insurance policy obligations. If you choose not to provide this data we will be unable to provide certain products, services and treatments.

Other Websites

Our website may contain links to other websites. We do not have any control over those websites and we are not responsible for the protection and privacy of any personal information you provide whilst visiting such sites (which are not of course covered by this Privacy Policy).

Contact Us

If you have any questions about this Privacy Policy, or if you wish to exercise your rights or contact us. Carolina Hamilton is the person responsible for data matters (i.e. the Data Protection Officer) and you may contact her by:

Calling into the Salon at 17 Montgomery Street, East Kilbride, G74 4JS

Writing to her at the Salon

Emailing her at: carolina@laclinica.co.uk

Telephoning the Salon on 07512 650 312