



The Wiltshire School of Beauty and Holistic Therapy

Privacy Policy To the Requirements of GDPR

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| Created By: | Tia Dowman |
| Approved By: | Tia Dowman |
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Privacy Notice

Who We Are

WSBHT ('we' or 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

WSBHT's registered office is at **706 Delta Office Park, Welton Road, Swindon, Wiltshire, SN5 7XS** and we are a company registered in England and Wales under company number **2298641**. We are registered on the Information Commissioner's Office Register of Data Controllers under registration number **Z2103639**, and act as the [data controller/data processor]. Our designated Data Protection Officer/Appointed Person for the organisation is **Tia Dowman**, and we can be contacted at **the above address or tiadowman@wsbht.co.uk**

Information That We Collect

WSBHT processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than already specified in this notice.

The personal data that we collect from is: -

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Work Telephone Number
- Mobile Telephone Number
- Special Category Data (*i.e. health/medical information, details about religion, sexuality, gender etc*)

We collect information in the below ways: -

- online forms
- website orders
- employment CV's
- over the phone
- in person

How We Use Your Personal Data (Legal Basis for Processing)



WSBHT takes your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw consent at any time.

The purposes and reasons for processing your personal data are detailed below: -

- We collect your personal data in the performance of a contract or to provide a service and to ensure that bookings/registrations are completed

Your Rights

You have the right to access any personal information that **WSBHT** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified. WSBHT have 30 days to provide any data after receiving an access request.

You also have the right to request erasure of your personal data or to restrict processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclosure any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. **WSBHT** uses [a third-party/third-parties] to provide the below services and business functions, however all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.



WSBHT use awarding bodies VTCT, The Guild, ABT and Professional Beauty for registration in order to gain the qualification and they act in the capacity of a processor on our behalf. The only information we provide them with is your name, address, date of birth and order details to meet business and legal requirements. Please visit their websites to see their privacy policy.

Safeguarding Measures

WSBHT takes your privacy seriously and we take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including: - SSL, encryptions, pseudonymisation, practices, restriction, IT, authentication etc.

Consequences of Not Providing Your Data (if applicable, see Article 13(2)e)

You are not obligated to provide your personal information to **WSBHT**, however, as this information is required for us to provide you with our services, we will not be able to offer some/all of our products or services without it.

How Long We Keep Your Data

WSBHT only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 7 years after which time it will be destroyed. VTCT records will be kept for 3 years.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Special Categories Data (if applicable)

Owing to the products, services or treatments that we offer, **WSBHT** sometimes need to request sensitive personal information from you for consultation purposes. Where we collect sensitive personal data, we will only request the information required for the specified purpose and always ask for your explicit consent through a signature. You can modify or remove consent at any time, which we will act on immediately, unless there is a legitimate interest or legal reason for not doing so.



Promotions & Offers (if applicable)

Occasionally, **WSBHT** would like to contact you with details of the products/offers/services/competitions/newsletter/promotions that we provide. If you consent to us using your contact details for these purposes, you have the right to modify or withdraw your consent at any time by using the opt-out/subscribe options or by contacting **WSBHT** directly.

By signing the WSBHT register or model disclaimer form you consent to us contacting you with the above-mentioned marketing and offers by

Post Email Telephone Text message Phone call WhatsApp message Facebook
Instagram Twitter

If you do not consent please let us know by writing on the register or disclaimer.

Photos

WSBHT will take photos of you doing/receiving treatment and they will be used on social media and for advertising purposes.

If you do not consent please let us know by writing on the register or disclaimer.

Consent

WSBHT take your privacy seriously and will only process your personal data with your consent and in accordance with the terms stated in our Privacy Policy. We will collect and use your health/medical information for the purposes stated.

By signing the WSBHT register and /or the model disclaimer you consent to us collecting and processing your personal data.

Lodging A Complaint

WSBHT only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

WSBHT

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