

# Privacy Policy

## Caroline K Facial Treatments.

Caroline K will be known as the 'controller' of any personal data you provide. When you contact us, we will collect some personal information about you, including your name, address, contact telephone numbers, email address and details about the support you require which may include personal and sensitive data. We require this information for a number of different reasons including, communicating with you as we act as per the lease and in a legal capacity and communication on your behalf with third parties. Caroline K has created this Privacy Statement under the Data Protection Act 1998 and the General Data Protection Regulations 2018.

The statement is for your information and it covers how we collect, use, disclose, transfer and store personal data.

### 1. Introduction and General Terms

Caroline K is committed to protecting your personal information when you are contacting us. This Privacy Statement relates to our use of any personal information we collect from you.

It also relates to our use of any personal information you provide by phone, text, email, in letters and other correspondence and in person. In order to act as per the lease and in a legal capacity, Caroline K, we sometimes need to collect information about you.

This Privacy Statement explains the following:

- a). What information Caroline K may collect about you
- b). How Caroline K will use information we collect about you
- c). When Caroline K may use your details to contact you
- d). Whether Caroline K will disclose your details to anyone else
- e). Your choices regarding the personal information you provide

Caroline K is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 1998 and the General Data Protection Regulations 2018. No system of data storage can be completely secure. If you have any concerns or complaints that your personal data held by Caroline K could have been compromised, e.g. someone could have discovered your personal details held by us, please get in touch straightaway.

Our contact details are at section 14 of this statement.

### 2. What information will Caroline K collect about me?

When you get in touch with us either via our website, email or telephone we will collect some personal information about you. This can consist of information such as your name, email address, address, telephone or mobile number.

### 3. How will Caroline K use the information it collects about me?

Caroline K will use your personal information for a number of purposes including the following:

- a). Ensuring that we have accurate information so that we may communicate with you and keep you updated with any issues relating to your treatments and appointments.
- b). Ensuring that we have consent and that we hold accurate information so that we may contact you at a future date for the purposes of keeping you up to date with your treatments and our services.

### 4. When will Caroline K contact me?

Caroline K may contact you:

- a). Regarding your appointment
- b). To tell you of changes to the clinic, hours and treatments

### 5. Will I be contacted for marketing purposes?

Caroline K will use your personal data or contact you for marketing purposes.

### 6. Will Caroline K share my personal information with anyone else?

We will keep your information within Caroline K except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies) or where you have consented to us sharing your information with other parties involved in the act as per the lease and in a legal capacity, we provide to you. Generally, we will use your information within Caroline K and will only share it outside Caroline K where you have requested it. Caroline K requires all third parties to comply strictly with its

instructions and Caroline K requires that they do not use your personal information for their own business purposes and only use your information for reasons associated with the act as per the lease and in a legal capacity we provide for you.

#### **7. How long will Caroline K keep my information?**

We will hold your personal information on our systems for as long as is necessary for the purpose of any legal requirements. It is anticipated that we will hold your personal information for a period of 6 years to cover any civil claims that might be made.

#### **8. Can I arrange for my data to be deleted?**

You can ask for your information to be deleted by Caroline K, however, we will hold data in line with statutory and recommended guidelines outlined by the CIPD. Please bear in mind that we may hold your information for a minimum period of 6 years for possible legal reasons or in line with your recommendations based on business need. Deleting the information Caroline K holds about you will erase any personal information we have about you and it will mean we won't be able to provide any of the data in future if it is required for other purposes.

#### **9. Can I find out what personal information [name] holds about me?**

Under the Data Protection Act 1998 and the General Data Protection Regulations 2018 you have the right to request a copy of the personal information Caroline K holds about you and to have any inaccuracies corrected. We will use reasonable efforts consistent with our legal duty to supply, correct or delete personal information about you on our files. Please address requests and questions about this or any other question about this Privacy Statement to [hello@carolinek.co.uk](mailto:hello@carolinek.co.uk)

#### **10. Web browser cookies**

What is a Cookie?

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (all referred to here as a "device") web browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your web browser if your browser's preferences allow it. Many websites do this whenever a user visits their website in order to track online traffic flows. Similar technologies are also often used within emails to understand whether the email has been read or if any links have been clicked. Your web browser may also provide the information about your device, such as an IP address and details about the browser that you are using. Caroline K does not collect information such as your IP address or the browser you are using.

#### **11. Changes to Caroline K's Privacy Statement**

This Privacy Statement may be updated from time to time so you may wish to check it each time you submit personal information to Caroline K. If you do not agree to any changes, please do not continue to submit personal information to Caroline K. You can also ask for your personal or sensitive data to be deleted by Caroline K at any time. (Subject to any legal reasons we may have to keep some of the data we hold about you). If material changes are made to the Privacy Statement, for instance affecting how we would like to use your personal information, we will provide a more prominent notice (including, for certain services, email notification of Privacy Statement changes).

#### **12. Sharing of your data with others**

As part of the act as per the lease and in a legal capacity that we provide it may be necessary to share information we hold about you with third parties (refer to section 6). Before we share any information we hold about you with any third-party we will gain consent from you. If you do not want us to share your personal information with any third party please let us know immediately. You also have the right to ask us to share your personal data with anyone you wish. To exercise this right to data portability please write to us, giving full details, using the details provided at section 14 of this statement.

#### **13. Data storage**

The data that we collect from you may be stored within the European Economic Area ("EEA") and will not be transferred outside the EEA unless we have your explicit consent to such transfer and storage. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy statement.

#### **14. Contacting us about this Privacy Statement**

If you have any questions or comments about Caroline K's Privacy Statement please email [hello@carolinek.co.uk](mailto:hello@carolinek.co.uk)

12 August 2022