

DATA PROTECTION PRIVACY NOTICE

THE YARROW HOTEL – SPA & SALON

This Privacy Notice explains what personal data the EKC Group collects and uses for the purposes of **your hair and beauty treatments in the spa and salon.**

We will only use your data for these purposes, and we undertake to always keep your personal data confidential.

The Data Controller's registered address is:

The Yarrow Hotel
Ramsgate Road, Broadstairs, Kent, CT10 1PN

The Data Protection Officer's contact details are:

DPO@eastkent.ac.uk
01843 605024

What data we collect about you:

- Name
- Date of birth/age
- Contact details (address, email, telephone number)
- Gender
- Medical details (we may have to refuse certain treatments if they are likely to have an adverse effect on your health)
- Results of patch/skin tests
- Payment details

Where we get this data from:

- You

We will use your data to:

- Administer your booking
- Ensure that you're medically able to have certain treatments
- Make any reasonable adjustments for you
- Take payment (where applicable) for your treatment
- Send you information about promotions / offers where you opt in to receive such information

Who may have access to your data:

- You
- Staff carrying out treatments
- Students carrying out treatments
- Third party providers, such as our online booking system (where applicable)

We can legally use your data because:

- You give us your consent
- We have a legal obligation to carry out treatments safely and to retain financial information in relation to payments made

We will keep your data for:

- The Group will retain personal data for no longer than is necessary to fulfil contractual and regulatory obligations in line with our [Retention Schedule](#).
- We will keep your treatment data for one year.
- We will keep financial data for six years.
- We will destroy your data via a confidential waste service at the end of the retention period.

You have the right:

- To be informed – about the personal data we process about you.
- Of access – have copies to your data, within one calendar month of your written or verbal request.
- To rectification – have your data amended if the details are incorrect/incomplete.
- To erasure – have your data deleted, in certain circumstances. **
- To restrict processing – ask us to restrict the processing of your data, in certain circumstances. **
- To object to processing – if we process your data because it forms part of our public tasks or is in our legitimate interests. **

** If you limit your consent, please be aware that we will not be able to fulfil our contractual agreement with you.

How to complain if you are not satisfied with the way we have managed your data:

Firstly, if you have any concerns about our use of your personal data, you can make a complaint to us in writing in line with our [Complaints Policy](#).

If you are still unhappy with how we have used your data after raising a complaint with us, you can complain to The Information Commissioner:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF | 0303 123 1113 | www.ico.org.uk