

## Privacy Policy

### Definitions

In this policy:

- ✂ “We”, “us”, “our” or “the company” shall mean HOLLZ DOLLZ HQ Ltd;
- ✂ “Service Providers” shall mean third party companies and individuals to provide specific services on our behalf;
- ✂ “GDPR” shall mean The Data Protection Act 2018, the UK’s implementation of the General Data Protection Regulation.

### Organisation

HOLLZ DOLLZ HQ is a beauty salon offering aesthetic and other treatments. We operate as a limited company in the Barnsley area. We do not directly employ any staff but provide space for independent contractors to carry out specific treatment, eg a nail technician. We also employ external contractors for items such as maintenance of equipment and waste disposal.

The following information is as set out in our listing with Companies House:

- ✂ Company name: HOLLZ DOLLZ HQ Limited.
- ✂ Registered number: 15176817.
- ✂ Place of registration: England and Wales.
- ✂ Registered office address: 253 Doncaster Road, Barnsley, South Yorkshire, United Kingdom, S70 3RH.

### Data Protection

This Privacy Policy sets out how your personal data may be collected and used and the legal basis for its use. This will enable you to remain informed and in control of your information.

Please read this policy carefully in order to understand how your information is collected, used and stored.

If you have any questions about how your information is processed, please make contact via the email address shown at the end of this policy.

### Policy Scope

The policy applies to the processing of any personal information acquired during the provision of our services.

### How is information collected from you?

The only personal data collected from you is that which is relevant to the provision of our services.

Information is obtained about you in the following ways:

- ✕ Information you provide directly. For example, when you book one of our treatments;
- ✕ Information you provide indirectly. Information may be shared with us by third parties, which might include independent contractors working on our behalf;
- ✕ Social media. When you interact with us on social media platforms such as Facebook and Instagram, we may obtain information about you (for example, when you publicly tag us in a photo). The information we receive will depend on the privacy preferences you have set on those types of platforms;
- ✕ Public information. It may be necessary to supplement information on you from public registers, websites and other such sources.

### What type of information is collected from you?

The personal information that is collected, stored and used might include:

- ✕ Your name and contact details (including postal address, email address and telephone number);
- ✕ Your date of birth;
- ✕ A record of any communications with you;
- ✕ Your communication preferences including any preferred email address;
- ✕ Photography and videography, such as images taken during treatment. Any such images will only be taken with your specific approval;

Data protection laws recognise certain categories of personal information as sensitive and therefore requiring greater protection, for example information about your health, ethnicity and religion.

**You will be asked to complete a medical questionnaire** in order to establish if there are any issues that make specific treatments inappropriate for you. This will also cover the need to establish if certain adjustments are necessary. Generally no other sensitive information is collected about you.

Should it become necessary to obtain further sensitive information, it will be made clear why this type of information is necessary and what it will be used for.

### What about online information?

Our website is protected by the use of a security certificate purchased from our web hosting provider.

Unlike many websites ours does NOT use cookies. Furthermore our website does not collect any personal information.

We do however, as part of our commitment to accessibility, retain information regarding your font preferences as “local storage” on your computer. The only data contained in this is your choice of font colour, height etc. This is primarily to assist in making our website more accessible to users with disabilities. The adjustments are classed as “user interface customisation” and is therefore exempt from the General Data Protection Regulations. You can delete all the local storage settings by clicking the “reset” button on the accessibility dialog box.

Google Search Console does track how people find out about us and how our website is performing. The results from this are simply “click counts” and do not contain any personal information.

If you do click on a link on our website that takes you to a third-party website, then that website may place cookies on your computer. They will do so in line with their own cookie policy. We have no control over this and you will have to check the individual website settings.

### What about social media accounts?

If you use Facebook, Instagram, etc to access our social media accounts then these platforms will set cookies on your computer. For details of how to remove these, please check the individual software settings.

You can find out more on disabling cookies at [All About Cookies](#)

### How is your information used?

Your information is used as follows

Contact details	To keep you up to date with any changes to your bookings To keep you up to date with special offers To enable us to record, consider and reply to enquiries. To provide customer care and support To monitor how often treatments are undertaken
Attendance / Payment History	To enable us to manage our accounts.
Medical questionnaires	To enable me to decide if a specific treatment is appropriate for you and allow me to make appropriate adjustments
Marketing	We may use images taken in our salon on our website or other social media platforms

### How is your information kept safe?

When you provide personal information, steps are taken to put in place appropriate technical and organisational controls in order to protect it.

Only our data controller can directly access personal data. A staff member may be designated to undertake this task during holidays, etc.

Information is generally retained in electronic form by the use of proprietary software. Paper copies may be retained for backup purposes.

Medical questionnaires are completed in paper format and then saved electronically.

An external accountant is employed for tax purposes. Accounts are submitted annually to the relevant authorities.

Non-sensitive information, such as your email address is transmitted normally over the internet, and this can never be guaranteed to be 100% secure. Any information you transmit to us via the internet is at your own risk.

## How long is your information kept for?

Your information is kept for no longer than is necessary for the purposes it was collected for. The length of time your personal information is retained for is determined by operational and legal considerations. For example, some types of information are retained in order to fulfil statutory and regulatory obligations (e.g. health/safety and tax/accounting purposes).

Financial	Seven years or otherwise as required by law.
Accident Records	Seven years or otherwise as required by law.

Retention periods are reviewed on a regular basis.

Paper records are shredded upon completion of the retention period.

If you would like to know more about how long your personal data is retained for, please make contact via the email address shown at the end of this policy.

## How is your information kept up to date?

Reasonable steps are taken to see that your information is accurate and up to date. If any of your details change, please provide any updated details.

## Is your information analysed?

Automatic analysis of your personal data is not undertaken.

## Does your information stay in the UK?

All information is retained within the United Kingdom.

It is possible that social media sites and other third-party servers could be relocated without our knowledge. As the GDPR only applies to controllers and processors located in the European Economic Area (the EEA). If the new server locations are outside of the EEA there may be a risk that country will not have the same level of data protection. By submitting your personal data, you're agreeing to this transfer, storing or processing.

## Is your data shared?

Your personal information is never shared with other organisations for their own marketing purposes. However there are circumstances where it may be required to share your personal information with other organisations. This may include Service Providers and statutory authorities.

## Who is the data controller?

Hollie Louise Lingard is designated as the "Data Controller".

## How old are you?

It is necessary to protect the privacy of children aged 16 or under. If you are aged 16 or under, you have to be accompanied by a Parent or Legal Guardian at all times whilst at the salon. If you are under 18, whenever you provide personal information, you will have to get your parent/guardian's permission beforehand. You will not be allowed to use our sunbeds or undertake any cosmetic treatments unless you are 18 or over.

## How does the law apply to your information?

Data protection law requires that there are valid grounds for processing your data. The law sets out a minimum of six different grounds for when personal data can be processed (further requirements are added where sensitive data is used).

Your information will only be processed if any of the following apply:

### Consent:

Where you have provided specific consent to using your personal information in a certain way, such as to send you email, text and/or telephone calls.

You can withdraw this consent at any time by contacting us at the address shown at the end of this policy.

### Contract:

Where we enter into a contract with you, typically if you undertake a treatment in our salon;

### Legal obligation:

Where it is necessary to comply with a legal obligation, for example the submission of our accounts;

### Vital interests:

Where it is necessary to protect someone's health. This includes any medical reporting to emergency services;

### Public task:

Where processing is necessary for in order to perform a task in the public interest or to enable us to undertake our official functions;

### Legitimate interests:

Under the GDPR it is necessary to have a legitimate interest your data is processed. Without the data we collect we would not be able to provide you with treatment information or make appropriate adjustment for you.

This also extends to the legitimate interests of any third party with which we have a contract.

When your personal information is processed in this way, consideration is given to any potential impact on you and your rights under data protection laws.

We will not use your personal information where our interests are overridden by the impact on you, for example, where use would be excessively intrusive, unless we are otherwise required to by law.

Generally we do not use what is defined by the GDPR as "special category data". ie racial, political, religious, etc. The only exception to this is our medical questionnaires.

If you would like to find out more or ask to stop the processing your data in these ways, you can do this at any time by making contact via the email address shown at the end of this policy.

## What are your rights?

Under the GDPR you have certain rights over the personal information that is held about you. These are as follows:

### The right to be informed.

You have the right to be told how your personal information is used. This policy document is intended to be a clear description of how your data may be used

## The right of access.

You have a right to request access to the personal data that is held about you.

If you want to request a copy of the information, please provide the following information:

- ✕ Your name;
- ✕ Proof of identity;
- ✕ The date of your request;
- ✕ Your current contact details;
- ✕ A comprehensive list of the personal data you want us to send to you;
- ✕ Any details, relevant dates, or search criteria that will help us identify what you want;
- ✕ How you would like to receive the information (letter or email);

The request should be made by via the email address shown at the end of this policy.

The requested information will be provided within 30 days.

Where it is believed that a subject access request is a duplicate of an earlier request, excessive or manifestly unfounded, a “reasonable fee” can be charged to cover administrative costs of complying with the request.

## The right to rectification.

You have the right to have inaccurate or incomplete information held about you corrected. If you believe any of the information is inaccurate or out of date, please make contact via the email address shown at the end of this policy.

## The right to erasure.

You have the right to be forgotten. This means that you may ask that some or all of your personal information is deleted. We will do so as far as we are requested, however in many cases information will be anonymised rather than deleted. This will allow me to maintain records such that would avoid me contacting you again. In some instances a legal basis will override the right to erasure. An example of this would be the legal requirement to record financial transactions for seven years.

## The right to restrict processing.

You have the right to ask for processing of your personal data to be restricted because there is some disagreement about its accuracy or legitimate usage.

## The right to data portability.

You have the right to request that your information is passed to another service provider. These requests will be processed within 30 days, provided there is no undue burden and it does not compromise the privacy of other individuals.

## The right to object.

You have the right to stop the processing of your personal data where your personal information is being used for legitimate interests, direct marketing or statistical/research purposes.

## Rights in relation to automated decision making and profiling.

In a situation where a data controller is using your personal data in a computerised model or algorithm to make decisions that have a legal effect on you, you have the right to object. We do not undertake such computer modelling.

## How do you exercise your rights?

If you want to exercise any of the above rights, please make contact via the email address shown at the end of this policy. It may be necessary to ask for further information and/or evidence of identity. We will endeavour to respond fully to all requests within one month of receipt of your request, however if we are unable to do so we will contact you with reasons for the delay.

Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances. For more details you should consult the guidance published by the Information Commissioner's Office. Contact details for the ICO are shown at the end of this policy.

## Is this policy up to date?

This policy is kept under regular review. Any changes that are made will be posted on this website so please check this page if you have any concerns.

## What do you do if you're not happy?

We are committed to maintaining good relations with all our clients. We will always try to treat people with respect care, integrity and dignity.

If you have a problem or query, please make contact via the email address shown at the end of this policy.

You can also use the Information Commissioners Office helpline if you have any concerns.

## Information Commissioners Office

Telephone helpline: 0303 123 1113 or email at [ico.org.uk/](https://ico.org.uk/)

## Contact Us

If you have a problem or query, please feel free to contact us by email at:

[hollie@hollz-dollz-hq.com](mailto:hollie@hollz-dollz-hq.com)

## Policy Status

Approved: Hollie Louise Lingard

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