

Privacy policy

Here at Felicity Kate's we are committed to keeping all the data that we store safe and only use the information for the purpose in which it was collected.

Currently we have collected this information in the form of a consultation/record card. The information we have collected comes in 2 parts. **Personal information** (name, address, date of birth etc) and **Medical information**. This has been collected for a couple of reasons.

Personal information

- Firstly to comply with our insurance company and their regulations
- To provide us with a way of being able to contact the clients to either arrange/rearrange appointments.
- Marketing reason

Medical information

- To give us information that is vital to ensuring that you only have/or do not have treatments that are appropriate to any medical condition you have.
- To comply with our insurance company and their regulations

All the information that we store is treated with care and sensitivity.

How we collect and store information

Consultation/record cards

All the information we collect and store is in the form of the consultation card (as stated above) Is collected in the form of a written consultation form. This is a document that you (**the client**) has filled in either by yourself or with the help of a therapist for Felicity Kate's and signed by you (**the client**).

This information is safely secured and only made available to us (**the Therapist**) at Felicity Kate's. We will only use it for the information stated above.

This information is then added **electronically** to our salon software as part of our database. We again only use this for use of contacting you, for medical reasons and for occasional marketing.

This information is securely held on our system and again can only be accessed through a secure passworded system by us (**the Therapist**) only.

The software can only be accessed on our salon computer or remotely online. This can only be accessed by Felicity Hoddinott (**salon owner**) through a passworded system.

No passwords are stored/written down or shared with anyone other than staff at Felicity Kate's and the remote access by Felicity Hoddinott or the software supplier if given verbal consent to help with any technical issues.

Photos

This is something we are starting to use to document the results of certain treatments available at Felicity Kate's. All Photos currently and in the future will be store on your data base that we hold on our booking software. There as with all your other information it is securely stored. Photos will also only be taken and with your permission and only stored on our system. It will it be used for any other purpose other than for our **(the therapist)** use. **We will not display this photo for the use of social medial unless permission is granted and consent form signed.**

Also all photos will be erased when the reason for them being taken is not needed.

Phone messages

We currently take down written messages which often include name and phone number. This message will be kept until we have contacted you **(the client)** and then shredded. The name and number of new clients may be added to our secure data base. This will be confirmed and added to when a client has come in and filled out a consultation form

Website

Our website is currently under construction and so any information regarding this will be added when the site become live.

Online booking

All online bookings and the information is securely stored on our booking system, with only the therapist access from either our work computer or remotely by the Salon owner.

Emails

All email that we receive will be kept for a period of time that is appropriate for the contents of the email. If it is a booking we will keep that email until you have either had that treatment or we know the booking has been confirmed by you **(the client)**. If there is a reason, such as a complaint the email and its contents will be kept until the issue/complaint has been resolved.

Payments.

All payments taken through the salon are secure and all paper copies are kept in a secure place. No information is passed to any other party other than your card supplier and our card supplier. Payments through Paypal are also dealt with securely. No information is shared and with any outside person. Information is only available to Paypal and the salon. All confirmation emails will be deleted after the booking/gift voucher is purchased

We aim to keep all information we have collect at Felicity Kate's secure and all the data treated with sensitivity. If at any point you feel that any information is not being used in a way that makes you feel safe, please do not hesitate to contact us.