

Privacy Policy

The information we hold about our clients and why we need it.

Revised 25th May 2018 – we have updated our Privacy policy.

Nothing has changed about how your information is processed, rather we have improved the way we describe our practices.

At Holistic Hands we take the privacy of our clients very seriously and only use the information we hold to provide a professional and caring service to our clients.

Under no circumstances do we share or sell the information we hold for any other purpose than providing our professional services to our clients. From time to time it is necessary to share information with our therapists internally for medical reasons to ensure treatments are not contraindicated in any way.

At any time, you may request a copy of information we have recorded about you, and you may also request we remove and delete the information we hold on yourself by contacting our salon data handler Heidi,

by emailing info@holistic-hands-online.com

For salon insurance purposes we need to retain your information for 3 years.

If you have not had a treatment with us in three years, it is our policy to delete and destroy safely all information we hold on you, and upon your return to the centre you will be required to complete a new form with terms and conditions attached.

In this Privacy Policy, we will explain what information we collect about you, how we use it and how we store it.

Who we are

Holistic Hands Wellbeing Centre
Blackwell Farm Estate
Tilbrook, Cambridgeshire
PE28 0JQ

In this Privacy Policy, any references to “us” or “we” refers to Holistic Hands Wellbeing Centre.

What information do we collect from you.

We ask all clients to complete information when receiving a treatment from us. This enables us to perform the treatment with all the information and knowledge we require to ensure your treatment is safe, suitable and enjoyable for yourself.

- We hold your name and Date of Birth.

We require your date of birth to confirm you are suitable for certain treatments. We may also use it to identify you if there is more than one person with the same name.

- We may hold your address.

We require this to post out gift card purchases made by yourself.

We may also use it to identify you if there is more than one person with the same name.

- We hold your phone numbers and email address

We require this to confirm your appointments and advise of any changes or requirements prior to your appointment.

We will also use your phone number to send SMS appointment reminders (see below for further information).

Please be aware that it is your responsibility to ensure you check your gift card expiry date and use it by the date given. From time to time, we may offer courtesy calls to remind you if you haven't used a gift voucher you purchased and it's coming up to its expiry date.

We provide the following services and require the following additional information about you.

Hair

We request a minimum level of identifying information to provide services to you.

In addition to the above, depending on the service(s) you ask us to provide to you, we may be required to ask questions and record information regarding your medical history, for example, we may ask if you have any allergies or if you have reacted to any hair products in the past.

Beauty, Holistics & Osteopathy

We request a medium to high level of identifying information to provide services to you.

In addition to the above, depending on the service(s) you ask us to provide to you, we may be required to ask questions and record information regarding your medical history, for example, we may ask if you have any allergies or if you have reacted to any beauty products in the past. To ensure your safety and suitability of your treatment, we may ask about recent surgeries, illnesses, injuries, conditions and existing medications.

Appointment confirmations and reminders

We will contact you by phone, email or SMS to confirm your appointments.

As per our terms and conditions, we require a minimum of 24 hours notice if you wish to cancel or change an appointment with us. Less than 24 hours notice will incur a full charge for your missed treatment.

As a helpful reminder to avoid cancellation charges, we offer SMS reminders.

We consider your having made an appointment with us, that you consent to us using your details to undertake this activity.

If you wish to opt-out of SMS reminders, you may do so at anytime by contacting us.

Marketing

Our marketing campaigns are automated and use rules based on previous treatments you have enjoyed with us or products you have bought from us.

We may send marketing campaigns related to your birthday, the fact we miss you (if you haven't visited for a while) and special events.

You can opt out of receiving this at any time by contacting us.

Data storage

We use a secure leading software within Holistic Hands.

The software is used only by Holistic Hands staff.

Paper copies of your signed forms are held within our building in a secure locked cabinet.