

# Privacy Policy

The following privacy policy details how 'Rainbow Nails' Collects, Uses & Protects your Personal data.

## What is the purpose of this document?

Rainbow Nails is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. This privacy notice makes you aware of how and why your personal data will be used and how long it will usually be retained for. It provides you with certain information that must be provided under the General Data Protection Regulation ((EU) 2016/679) (GDPR).

Please contact us if you have any questions or concerns regarding the information below.

## Data protection principles

We will comply with data protection law and principles, which means that your data will be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

**Your personal information is collected by us when you and your technician complete the online consent form, this is completed via the OVATU booking system. This consent form includes Name, Address, Email Address, Date of Birth, Phone Number and information about your health. Information about your health is a special category of personal data which has enhanced data protection rights.**

## How we will use information about you?

- We will use the personal information we collect about you to:
- To be able to perform the appropriate treatment/service with our products and to fulfil our business and legal obligations.
- Engage in communication with you regarding confirming, changing or cancelling appointments, and reminders for appointments.
- We also need to process your personal information to decide whether to enter into a contract with you. We request health information in our consent forms to potentially highlight treatments that may have a negative effect on your health due to medication or a condition you may have. We require a signature to process this information. Once consent has been given you have the right to withdraw your consent subject to legal, insurance and contractual restrictions. We only collect this information to determine the suitability of treatment.
- Ensure a safe service compliant with industry standards

- Hold data for insurance purposes
- For select information, offers or promotions

## **HOW WE USE PARTICULARLY SENSITIVE PERSONAL INFORMATION**

We will use your medical information to determine whether a particular treatment or product is suitable for you and to assist us with any issues that arise following treatment as a result of certain conditions or medication.

We may also process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests).

### **Data Sharing**

**We will only disclose your personal data to third parties where required by law or to our employees. OUR third-party service provider OVATU requires such information to assist us with administering the relationship with you. Rainbow Nails takes your privacy seriously and will never sell or rent your personal data to any third-party. Direct Marketing by us is only carried out with your consent and can be withdrawn from at any time.**

### **OVATU**

Ovatu has been designed in a way that ensures data protection and security are at the forefront. In addition, all of your data is stored in the United States in Amazon Web Services data centres. The storage and transmission of this data is covered by the EU-U.S. privacy shield framework. Ovatu has a fully transparent cancellation policy. An Ovatu customer may cancel their account at any time for any reason via the Web App and may request full deletion of their account via email [hello@ovatu.com](mailto:hello@ovatu.com). Ovatu is fully GDPR compliant and this is outlined in their Privacy Policy.

### **Youth's Privacy**

Rainbow Nails does not collect personal information from anyone between the ages of 14-17 without consent from a parent or guardian.

### **Data security**

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## Data retention

How long will you use my information for?

We will not usually retain your personal information for more than 7 years from the date of your treatment. We have a legitimate business interest to retain your data for this period. After this period, we will securely destroy your personal information in accordance with applicable laws and regulations.

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information. This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact Sophie Hudd [rainbownailsplymouth@outlook.com](mailto:rainbownailsplymouth@outlook.com) in writing.

- **Right to withdraw consent**

You have the right to withdraw your consent to us processing your personal data at any time. To withdraw your consent, please contact [rainbownailsplymouth@outlook.com](mailto:rainbownailsplymouth@outlook.com) Once we have received notification that you have withdrawn your consent we will dispose of your personal data securely.