

Privacy Policy

Information we collect from you for treatment and insurance purposes

When booking an appointment with Waxing by Leigh for the first time you will be required to share information with the business. The information required is; your name, age, contact number, email address and relevant questions relating to your health. For each treatment carried out, Waxing by Leigh records the treatment date & time, the results, price paid, products purchased in-salon and any advice given to you relating to your treatment.

***You are not obliged to share the above personal data with the business, however if you choose not to then I am unable to treat you here at Waxing by Leigh.**

Why this information is obtained, how it is stored and how long for

Personal information

I require your name and contact details to register you as a client and be able to send you booking confirmations and reminders of your appointments. These details are also used to send you pertinent information relating to your chosen treatments (e.g. consultation form and aftercare advice).

Your age and certain health information is needed to ensure that it is safe to treat you.

Information is recorded about all treatments carried out so that I can provide you with an efficient service, monitor customer trends and to fulfil the requirements of my insurance provider.

Ovatu is the booking system Waxing by Leigh uses. Your details are encrypted and stored on their secure servers and the platform is password protected, which ensures only the therapist providing your treatment has access to your digital file.

You can learn more about Ovatu and their privacy policy at www.ovatu.com/privacy

In order to comply with the terms of my insurance provider, the above information is stored by us for 7 years after the date of your treatment.

Disclosure of your information

Waxing by Leigh will never share your information with anyone outside of the business, unless I am required to do so for legal reasons.

Marketing

Waxing by Leigh would love to send you occasional news, special offers and exclusive discounts by email. By default, all marketing messages are turned off. You can change your marketing preferences at any time through your online customer account, or by contacting me. You can also unsubscribe from marketing emails by using the 'unsubscribe' button included with every message.

Accessing and requesting changes to your personal information

You can review, update or correct personal information that is held about you by contacting me using the details at the bottom of this policy.

Making a complaint

If you believe your data is not being handled correctly, please get in touch and I will do my best to put things right. If you are unhappy with the response, you can contact the Information Commissioner's Office via their website: www.ico.org.uk/concerns.

Contact me

Please contact me if you have any questions about the privacy policy or the information held about you: phone 07460039114, email: leigh@waxingbyleigh.co.uk.