

Spartan Envy Privacy Policy

This is the privacy policy for Spartan Envy Male Waxing London, located at Devonian Road, London, N1 8JH. This privacy policy explains how we use any personal information we collect about you and why we collect it.

Any changes we make to our privacy policy are posted on this page. Requesting a treatment with Spartan Envy or the use of any related services indicates acceptance of the policy in force at the time of booking.

Policy version: 8th May 2018

INFORMATION WE COLLECT FROM YOU

When booking a treatment with us for the first time, we will ask for your name, phone number and email address. In order for your appointment to go ahead, we will also ask information about your age and health.

For each treatment booked and carried out by us, we record the date and time of the appointment, services carried out, results, price paid, products purchased and any advice given by us relating to your treatment.

You do not have to share the above personal data with us, but if you choose not to then we cannot offer you a treatment with Spartan Envy.

WHY WE NEED THIS INFORMATION, HOW WE USE IT AND HOW LONG WE KEEP IT FOR

Personal information

We need your name and contact details to register you as a client and for us to send you confirmation and reminders of your appointments. We also use these details to send you paperwork related to your chosen treatments (e.g. a consultation form and aftercare advice).

Your age and certain health information is needed to ensure that it is safe for us to provide the treatments you have booked.

We record information about all treatments carried out so that we can provide you with an efficient service, monitor customer trends and to fulfil the requirements of our insurers.

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

Payment information

We use iZettle for payment services.

When paying for your treatment by credit or debit card, this is processed by iZettle. We keep paper receipts for accounting purposes, which are stored securely and cross-shredded after the relevant accounting period. Learn more about izettle and their privacy policy at <https://www.izettle.com/gb/privacy-policy>.

MARKETING

We 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 us using the details at the bottom of this policy. You can also unsubscribe from marketing emails by using the 'unsubscribe' button included with every message.

DISCLOSURE OF YOUR INFORMATION

We will never share your information with anyone outside of Spartan Envy, unless we are required to do so for legal reasons.

ACCESSING AND REQUESTING CHANGES TO YOUR PERSONAL INFORMATION

You can review, update or correct personal information we hold about you by contacting us using the details at the bottom of this policy.

MAKING A COMPLAINT

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

CONTACT US

Please get in touch if you have any questions about this privacy policy or the information we hold about you. You can do this by phone (07479 816 018) or email (hello@spartanenvy.co.uk).