



Privacy Policy

Last updated: August 2024

Our contact details:

Name: Specialist Health and Beauty

Address: 24 The Green, Rowlands Castle, Hampshire PO9 6AB

Phone Number: 023 93 190124

E-mail: contact@specialisthealthandbeauty.co.uk

The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details including email and telephone number(s), before and after photographs)
- DOB and medical information including medications, previous operations and illnesses

How we get the personal information and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When booking an appointment on-line by you, or for you by us
- Before and after some treatments in the form of photographic encapsulation with your written permission
- When providing us with information at our consultation stage when we assess your needs and/or requirements and check suitability of treatments requested by you, or suggested by us. Currently this is manually recorded as a paper record and updated each treatment session.

We use the information that you have given us in order to reserve your appointment slot, and, if necessary, to contact you about your appointment(s), especially if we need to alter an appointment for any reason or need to discuss a treatment request.

We retain the information you give us at our consultation stage and refer to it, and update it as and when appropriate, to enable us to carry out treatments safely and appropriately. This is not only essential so that we can check for contra-indications but it is a requirement of our insurers. We may share this information with your GP if appropriate but only with your permission.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are: (delete as appropriate):

~~(a) Your consent.~~

~~(b) We have a contractual obligation.~~

~~(c) We have a legal obligation.~~

~~(d) We have a vital interest.~~

~~(e) We need it to perform a public task.~~

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your contact information on our password controlled booking system until requested to remove it.

We keep paper consultation sheets, treatment record cards and any printed photos in lockable filing cabinets and retain them for a minimum of 7 years after the last treatment carried out, or longer in the case of minors when we hold their information for a minimum of 7 years beyond the age of 18. We will then dispose of this information by shredding or burning. Photos digitally stored are kept on a password protected tablet or phone.

Your data protection rights

Under data protection law, you have rights including:

Your right of access – You have the right to ask us for copies of your personal information.

Your right to rectification – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing – You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing – You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us by email at contact@specialisthealthandbeauty.co.uk or by writing to us at 24 The Green, Rowlands Castle, Hampshire PO9 6AB if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, in the first instance you can make a complaint to us by writing to us at 24 The Green, Rowlands Castle, Hampshire PO9 6AB or by emailing contact@specialisthealthandbeauty.co.uk. If you remain concerned after we have responded or a month has passed without any response you can complain to the ICO.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>