



HOUSE OF BEAUTY

## **Privacy policy**

Halo - House of Beauty® are committed to maintaining a trusted relationship with our customers and visitors.

When you visit the site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the site, and information about how you interact with the site. We refer to this automatically-collected information as “device information.”

## **The type of personal information we collect**

### **Website visit and Google analytics**

We collect device information using the following technologies:

“**Cookies**” are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>

“**Log files**” track actions occurring on the site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps

“**Web beacons,**” “**tags,**” and “**pixels**” are electronic files used to record information about how you browse the site.

### **Mailing lists**

When you subscribe to our mailing list, we will collect your full name and email address. By submitting this, you consent for us to communicate with you to keep you up to date on news and offers at H-HoB. We use a third party provider to send out our mailing list called POWR. We do not share or sell your data, we only gather statistics from our newsletters such as open rate click rate using industry-standard



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technologies to help us improve the quality and relevance of our newsletters. For more information see POWR privacy policy <https://www.powr.io/privacy>

You can unsubscribe at anytime from our newsletter by following the unsubscribe link at the bottom of any emails or newsletters you receive from us, or by emailing [liv@halohouseofbeauty.com](mailto:liv@halohouseofbeauty.com)

### **Making a booking**

When making a booking, you will be redirected to a third party booking platform called [Fresha](#). To complete your booking, there's certain personal information that we will need to obtain such as: your full name, billing address, payment information, email address and phone number. We refer to this information as "order information" This information is securely stored in our private database and is hosted in a private network with no public access. Your payment details are securely stored using encrypted technologies and are compliant with payment card Industry standards through the Fresha site. You will have access to the information held on Fresha through the account you set up when making a booking. You can view, amend or delete this information at any time.

### **Consultation forms**

Once your appointment has been booked, you will be prompted by Fresha to fill out a consultation form prior to the date of your appointment. This is to ensure it is safe for us to carry out treatment and will ask questions regarding your medical history such as any allergies, pregnancy, recent medical procedures. This information is stored securely, we do not sell or share your personal data and it is purely for our records so we can keep a history of the treatments you have had with us and any changes in medical history.

You can read Fresha privacy policy here for more details:  
<https://www.fresha.com/docs/legal-clauses-privacy.pdf>

### **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.



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**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 using the below details if you wish to make a request.

### CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at [liv@halohouseofbeauty.com](mailto:liv@halohouseofbeauty.com) or by mail using the details provided below:

Halo - House of Beauty  
9 Penton Street  
London  
N1 9PT.

### How to complain

If you have any concerns about our use of your personal information, you can make a complaint directly to us on the above details.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:



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Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>