

PRIVACY POLICY

This is **The Solent Medi Spa Ltd's** privacy policy, we are located at **68 Castle Road Southsea PO5 3AZ** and you can email us at **info@thesolentmedispa.co.uk** This privacy policy explains how we use any personal information we collect about you and why we collect it.

What Information Do We Need?

We need your contact details, your: name, phone number, address, postcode and email address. We will also need information about your age and health in order for a treatment to go ahead.

Why Do We Need It, How Will We Use It and How Long Will We Retain It?

We need all the details above in order to ensure that it is safe for us to provide the treatments you may ask for and also for insurance purposes. We will store your information for 7 years after the date of your treatment, or for 7 years after you have reached the age of 18 if you are/were under 18 when your treatment took place. Our lawful basis for processing this personal information is 'contract', this means that we have a legal reason to ask you for your data because we need it for contractual reasons. You do not have to share your personal data with us, but if you do not we cannot offer you a treatment with The Solent Medi Spa Ltd. You must fulfil your side of the contract (share your personal information) in order for us to fulfil ours (carry out treatment).

You have a right to access the information we hold on file for you that you have provided. Any request for access to your own information should be made in writing to Lucie A'Bear at the address above. A response will be provided within one month.

You have a right to request rectification regarding any information we hold about you if you feel this information is inaccurate or irrelevant for purpose. You also have the right to request that your information be removed from our active database.

Marketing

We would like to send you information about the products and services we offer using the information you have shared with us, but you do not have to agree to this for treatment to go ahead. If you agree to being contacted for marketing purposes you may withdraw this consent at any time by emailing us at **info@thesolentmedispa.co.uk** or calling us on **02392 177390**

Will We Share Your Information?

We will not share your information with anyone outside of The Solent Medi Spa Ltd

Who Can I Complain To If I Feel You Are Not Handling My Data Correctly?

Please contact us if you have any questions about this privacy policy or the information we hold on you, you can do this by email **info@thesolentmedispa.co.uk** or post (**68 Castle Road Southsea PO5 3AZ**) If you believe we are not handling your data correctly you have a right to make a complaint, this should be sent to us using the above contact details. If you are unhappy with our response you should then contact the ICO (independent commissioner's office) by contacting them or using the following web page <https://ico.org.uk/concerns/> .