

Tranquility Health and Beauty – Ashford Middlesex

Privacy Policy

The Tranquility Team take your privacy very seriously. This statement is designed to help you to understand what we may do with the information that you give us about yourself. It relates only to our actions within the salon and how you interact with our website it does not extend to your access or use of the Internet outside of our website or any other website that may be linked to us. (they will have a privacy policy of their own)

Information we may collect about you.

We ask you to complete a client record card on your first visit to the salon. This is limited to your personal details including your name, phone numbers and email address. The same details can also be left with us if you complete the contact form on our website.

We also ask you to give us information about your health, medications and any allergies that you may be suffering from.

We record each treatment that you attend with date, the name of the therapist who treated you and the treatment or combination of treatments that you have had.

How we will use your details

We will hold your treatment record in a paper version in the salon, this record is kept secure within the premises and never leaves the premises for any reason. It is only available to members of staff.

We also hold your personal details on the online booking system that we are in partnership with. The online booking system is called Treatwell. They also have their own privacy statement. If you book via the Treatwell app they will pass your details to us. They will have your name, contact number, and email address. They will also have a record of your treatments to date and planned.

We may record with them any medical information that may be relevant for health and safety reasons.

If your initial contact is via the salon we put your booking onto the Treatwell system you will be asked to sign the GDPR consent on the record card that we hold.

The Treatwell online booking system has a secured server

We will never give or sell our client personal details to third parties unless we have prior permission from you to do so in writing.

An example of this would be if another client wanted to contact you we would contact you giving you the number of the person who requested to make contact. We do not deal with anyone who deals in data collection.

None of your personal details will be stored on our website.

Should you not attend for a period of one year your paper record card will be securely destroyed and a new record card created should you return to the salon for treatment at a later date. The record on Treatwell remains in existence and is their responsibility for GDPR purposes.

About cookies and the way we use them

Our website is hosted by Unitel Direct and they use cookies. The cookies used are in relation to analytics and social media:

Analytics – they use these to help us understand how users engage with our website. An example is counting the number of people coming to our website or using a particular feature, rather than the total number of times that the site or feature is used. If the cookie was not available then if you visited the website once each week for three weeks then you would be counted as three separate users.

Thus our web hosts would find it difficult to analyse how well our website is performing or make any changes to improve it without these cookies.

Social sharing.

The use of cookies also allows you to share content directly on the social networking/sharing sites like Facebook, Twitter or Google. Examples would be if you wanted to like or tweet about a service on our website.