

Privacy Policy

At Kalikose Hair Design Ltd we take privacy seriously and only use the information we collect to provide our services. We do not share or sell the information we collect for any other purpose than providing the services listed. At any time, you may request a copy of information we have recorded about you. You may also request we remove all identifiable information with respect to yourself. Kalikose Hair Design Ltd will store your data for 4 years as it may include colour information, skin testing, allergies and medical data. As a matter of course, our system will automatically delete your information if you have not undertaken business with us after 4 years. For transparency, listed are the business services we provide and how each service uses the information we collect.

Hair and beauty related services

We request the minimum level of personally identifying information to run our business effectively. This is data you provide us directly, for example, your name and contact details. We will never obtain information about you indirectly from sources outside our business. We store notes with respect to services we undertake to ensure we maintain and exceed our level of service. For example, your preferred hair style, colour formula codes, how you like your coffee and who your favourite stylists are. We consider you have provided consent for us to store personally identifying information and information about your services based on your receiving services from us.

Depending on the particular service/s we are providing we may be required to ask questions related to your medical history. We will obtain your consent prior to storing information related to your medical history. Examples of medical data may be allergies, pregnancy or an injury that may impact our service.

Appointment confirmations and reminders

We will contact you via email or SMS to confirm appointments booked and remind you of upcoming appointments. We consider your having made the appointment as consent to undertake this activity but, if you would like, you may opt-out at any time.

Appointment ratings and reviews

After visiting us we may send you an email or SMS asking you to rate our services and provide feedback. We consider your agreement and participation in the service as consent to undertake this activity but, if you would like, you may opt out at any time.

Loyalty

We consider becoming a member of our loyalty program as consent to send you possible emails related to the loyalty program but, if you would like, you may opt out at any time. We are now unable to keep your loyalty cards on the premises so you'll need to take them home and bring them with you to your appointment.

Marketing

We will not undertake phone, mail, email or SMS marketing without you first providing consent for us to do so. Our marketing campaigns are automated and use rules based on services and products purchased and information we collect from you. For example, we may send marketing campaigns related to your birthday or other special days like Valentine's Day and Christmas. We may send you the occasional newsletter or information on a new product. Of course, you may opt out of receiving marketing material at any time.

Data processors and data locations

We use Shortcuts salon software who have updated their software to comply with the new data protection laws.

Software changes coming soon...

You may contact Katrina Wilkins (Data Protection Officer) at enquiries@kalikose.co.uk to:

- Request a discussion about our Privacy Policy.
- Request information we have stored about you.
- Request we remove all identifying information about you.