



# EDEN POLICIES

## Cancellation Policy

We now ask for a £20 deposit for every service booked, or the full amount if the service is less than £20. If you can no longer attend an appointment, please cancel with at least 24 hours notice. In the event that you cancel your appointment within 24 hours of your appointed time your deposit will be forfeited and used to recover costs incurred by us in maintaining availability of our employees and resources. If you do not attend your appointment without giving prior notice you will be charged 100% of the service booked. If you give more than 24 hours notice of cancellation prior to your appointed time, then the whole or part of the deposit may be refunded subject to our discretion. Unused deposits cannot be credited to other bookings.

## Colour Policies

We cannot use hair colour or perming lotion on any under 16 year olds and colour clients aged 16 and 17 years must have parental or guardian consent.

All clients must have had an Allergy Alert Test at Eden before having a colour service with us. You will complete and sign a form to say this has taken place.

We take every precaution to protect your clothing and possessions from contact with our colour but we cannot take any responsibility in the event of damage to these items.

It is our policy to not give out client colour formulas.

## Complaints Policy

If a client is unhappy with their hair we ask them to contact us within 24 hours of the service. You will be invited in at the first available time for a consultation and the chance for us to get it right. We cannot do anything for clients who contact us after 6 days of their appointment.

## GDPR

(Why we collect your personal data and what is done with it)

When you supply your personal data to Eden Hair & Beauty they are stored and processed for the below reasons:

- We need to collect some personal information about you and your health in order to make sure there are no contraindications to your treatment, and legal requirements. You can of course, refuse to provide the information, however unfortunately we would have to refuse your treatment as this form is a legal requirement for our insurance.
- Provided we have your consent we may occasionally send you emails with our latest News and offers.
- We have a legal obligation to retain your records for seven years after your most recent appointment. After this time your records will be destroyed in a method compliant with GDPR.
- Records retained on paper, which is locked in a cabinet within the salon, is only accessible by staff of Eden Hair & Beauty.
- Records recorded on the salon's software, which is password protected and only accessible by staff of Eden Hair & Beauty.
- Your phone number and email may be used electronically, with your permission. This is for appointment reminders or occasional offers.
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- If you wish to contact us via social media, this is password protected but for historic issues with privacy associated with social media sites, you may wish to think about what you send us.
- Our website may, from time to time, provide links to other websites. Eden Hair & Beauty has no control over such websites and is no way responsible for the content thereof. This policy does not extend to your use of such websites. Users are advised to read the privacy policy or statement of other websites prior to using them.
- We will never share your data with anyone who does not need access without your consent. Only the Manager and Staff of Eden Hair & Beauty will have access to your data.
- You have the right to see what personal data of yours we hold and you can also ask the Owner of Eden Hair & Beauty to correct any factual errors. Provided the legal minimum period has elapsed, you may also ask the business to erase your records.
- We would like you to be absolutely confident that we treat your personal data responsibly and that we do everything we can to make sure that only people who can access that data have a genuine need to.

If you have any questions about our policies, please do get in touch.

### **Head lice Policies**

Please do not come to Eden if you have head lice. We will be unable to carry out any hair services and you will be asked to leave. We will be unable to refund any deposits and cancellation charges will apply.