

Privacy Policy

Last updated: 30 October 2025

1. Introduction

Welcome to Hair By Sophie Jane (“we”, “our”, “us”). We are committed to protecting your personal information and respecting your privacy. This Privacy Policy explains how we collect, use, and protect the personal data you provide to us through our website www.hairbysophiejane.co.uk and when you book appointments with us. We are registered with the Information Commissioner’s Office (ICO) under the Data Protection (Tier 1) category.

2. Who We Are

Business name: Hair By Sophie Jane

Business type: Hairdressing services

Email: hairbysophiejane@gmail.com

Website: www.hairbysophiejane.co.uk

We are based in the United Kingdom and operate in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

3. What Personal Data We Collect

We may collect and process the following personal data when you use our website or book an appointment:

- Name
- Email address
- Phone number
- Appointment details (such as date, time, and services requested)
- Customer notes (for example, information about colouring formulas, hair history, or preferences)
- Photographs (for advertising or portfolio purposes – only with your explicit consent)

4. How We Collect Your Data

Your data is collected directly from you when you:

- Book an appointment via our website or booking system
- Contact us via email or phone
- Provide details during your visit
- Consent to photographs being taken for promotional purposes

We do not collect personal data through cookies, analytics, or tracking technologies.

5. How We Use Your Data

We use your personal data to:

- Manage and confirm your appointments
- Record colour formulas and hair service history
- Contact you about your booking
- Respond to your enquiries
- Display photos for advertising purposes only if you have given consent

We will always ask for permission before taking or using any photographs for marketing or advertising.

6. Lawful Basis for Processing

We process your personal data under the following lawful bases:

- Contractual necessity – to manage your bookings
- Legitimate interest – to maintain customer care records
- Consent – for photographs and promotional use

7. Data Sharing

We do not share, sell, or rent your personal information with any third parties. If we ever use an online booking system or email service provider, they will only process your data on our behalf under strict data protection agreements.

8. Data Retention

We retain your personal information only for as long as necessary to manage your appointments and maintain service records. Customer notes are securely stored and reviewed regularly. Photographs will be removed immediately upon request if you withdraw consent.

9. Your Data Protection Rights

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your data
- Withdraw consent for photographs
- Restrict or object to processing

To exercise these rights, contact us at hairbysophiejane@gmail.com. We will respond within one month.

10. Security of Your Data

We take appropriate measures to protect your information from unauthorised access or misuse. Customer records and photos are stored securely and accessed only by authorised personnel.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a new 'last updated' date.

12. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

Email: hairbysophiejane@gmail.com

Website: www.hairbysophiejane.co.uk

If you are not satisfied, you can contact the Information Commissioner's Office (ICO) at www.ico.org.uk.