

The Data Controller

Bishop Auckland College is the Data Controller for any personal data you give us. If you have any questions about this Privacy Notice or the ways in which we use your personal information, please contact the Data Protection Officer. Contact details:

Data Protection Officer
Bishop Auckland College
Woodhouse Lane
Bishop Auckland
County Durham
DL14 6JZ
01388 443100
DPO@bacoll.ac.uk

Introduction

This Privacy Notice for clients at Bishop Auckland College (BAC) (thereafter to be termed 'the Organisation') has been prepared in accordance with the General Data Protection Regulation (EU) 2016/679 (GDPR) and the Data Protection Act 2018. It explains why we collect personal data about you, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Whenever you provide personal information, we will treat that information in accordance with this notice, current legislation and our data protection registration. We also aim to meet current best practice.

Your personal data is information which is about you. It can be data that directly identifies you or data that can be put together with other data to identify you.

We are committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, we have put in place appropriate technical, physical and operational procedures to safeguard and secure the information we collect from you.

Information we may collect and process about you

- Identity information (such as name, title, date of birth, client signature)
- Contact data (such as address, email address, phone number)
- Emergency contact number
- Photograph and CCTV images
- Occupation and lifestyle information
- Records of communications sent to you by the Organisation or received from you i.e. complaints, appeals (if applicable)
- Any services carried out with the Hair and Beauty Department
- Financial transactions

Special category data we may collect and process about you

- Health information (Medical history, Medication, Allergy test data, Doctors name and telephone number)

How we may collect your personal information

Typically, we can collect your information before you join us as a client and during your time as a client at the organisation. We can collect the information in a variety of ways including the below:

- Online enquiry – when you visit our website
- Telephone – when make an appointment/enquiry
- Face to face – when you visit our salon
- Email
- Letter

- Completion of surveys and feedback forms
- Photograph/video
- Social media
- CCTV footage

How we may use your personal information

- a) Respond to your enquiries
- b) Make appointments
- c) Assess the quality of our services
- d) Manage payments and charges
- e) Evidence of your treatment may be referred to in student portfolios (this will be anonymised)
- f) To keep clients safe/minimise risk (safeguarding, crime prevention)
- g) For marketing purposes- relating to specific offers or relevant information
- h) Photographic evidence of your treatment may be used in student portfolios
- i) To comply with the law regarding data sharing
- j) To meet statutory duties placed upon us

The lawful basis in which we collect and use your personal information

Under the GDPR, the lawful basis we rely on for processing Client information are:

- For the purposes of (a), (b), (c), (d), (e) in accordance with the lawful basis of **Performance of a Contract**: collecting the data is necessary to perform tasks that the Organisation is required to perform as part of its function of providing Hair and Beauty services to you.
- For the purposes of (f) in accordance with the lawful basis of **Vital Interests**: to keep clients safe (medical condition, safeguarding, etc.).
- For the purposes of (g), in accordance with the lawful basis of **Consent** and **Legitimate Interests**
- For the purposes of (h) in accordance with the lawful basis of **Consent**
- For the purpose of (i), (j) in accordance with the lawful basis of **Legal Obligation**

Who we may share your personal data with and why

- Our legal and other professional advisers (including our auditors)
- Student and staff within the Salon- in order to manage your treatment
- Police, medical staff, health professionals/organisations, safeguarding teams etc. – in an emergency to protect vital interests
- Awarding Bodies- as part of the external quality assurance process relating to the learner's qualification, awarding bodies may view information about you, in relation to evidence of treatments conducted by a learner.

We do not share information about our clients with anyone without consent, unless the law and our policies allow us to do so.

We do not sell your personal data to third parties under any circumstances, or permit third parties to sell on the data we have shared with them. We do not store or transfer your personal data outside of Europe.

Retention of your data

The data you supply, will be stored for 3 years from the date of the last appointment with us and will then be securely disposed of.

Changes to our Privacy Notice

We keep our Privacy Notice under regular review. Any changes we make to our Privacy Notice in the future will be notified to you by email, for current clients and on our website.

Your individual rights

You have the following rights:

		Contact/Department
The right to be informed	This Privacy Notice provides information on how we process your personal information as a client.	Data Protection Officer DPO@bacoll.ac.uk
The right of access	<p>You have the right to request information that is held and processed by the Organisation about you.</p> <p>There is no charge for us providing you with this data and it will usually be provided within a month of the request (unless the request is unfounded or excessive).</p> <p>If you would like to request information the Organisation holds on you please refer to the Data Subject Individual Rights Procedure (ref: BAC-DP-01).</p>	Data Protection Officer DPO@bacoll.ac.uk
The right to rectification	If you believe that any data which the Organisation holds on you is incorrect (e.g. address) you can contact the Organisation to inform us of any changes necessary and we will confirm that the changes have taken place.	Data Protection Officer DPO@bacoll.ac.uk
The right to erasure	You may exercise your right to have your personal data erased in a number of circumstances (e.g. if the data is no longer necessary in relation to the purpose for which it was created or you withdraw your consent). Where possible we will comply with all such requests, though some details are part of the Organisation's records, which we are required to keep for funding and legal purposes.	Data Protection Officer DPO@bacoll.ac.uk
The right to restrict processing	<p>You can inform us that we can keep your data but must stop processing it, including preventing future mailings and communications.</p> <p>However, we must continue to process some information for funding and legal purposes.</p>	Data Protection Officer DPO@bacoll.ac.uk
The right to data portability	<p>You have the right to obtain and reuse your personal data for your own purposes across different services.</p> <p>If you request your data to be provided in a specific format, we will endeavour to do this. However, if we are unable to provide you with your information in a specific format we will provide it in a suitable alternative.</p>	Data Protection Officer DPO@bacoll.ac.uk
The right to object	<p>We will stop processing your data if you object to processing based on legitimate interests or the performance of a task in the public interest / exercise of official authority (including profiling).</p> <p>We will stop processing your data for direct marketing if you tell us to.</p>	Data Protection Officer DPO@bacoll.ac.uk
The rights related to automated decision making including profiling	We do not use any automated decision making processes.	Not applicable

If you believe that the Organisation has not complied with your data protection rights, you can complain to the Information Commissioners Office (ICO).

To learn more about your above rights please visit the ICO website:
<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>