

Data retention policy

This policy sets out what information Brow Envy holds, how long we hold it for and when it will be deleted. It also covers the procedure to follow regarding data requests.

INFORMATION HELD BY US

We hold personal information about:

- Clients
- Former clients and prospective clients
- Employees
- Job applicants

We also hold information about financial transactions relating to these eg services or treatments provided, products bought, payroll information.

HOW LONG IS PERSONAL DATA HELD FOR?

We aim not to hold personal data longer than necessary.

Unless requested by an individual, the following types of data will be held for the periods shown below, after which it will be securely deleted or destroyed:

TYPE OF INFORMATION	RETENTION PERIOD
Client general records	12 months
Client health records	4 years
Financial transactions, invoices and supplier details	6 years
Employee records, contracts of employment, changes to terms and conditions, annual leave, training records	While employment continues and up to 6 years after employment ends
Payroll and wage records including PAYE, income tax, national insurance, sick pay, redundancy payments	6 years from the financial year-end in which payments were made
Maternity records	3 years after the end of the tax year in which the maternity pay period ends
Job applications (unsuccessful)	4 months after notifying unsuccessful candidates

Emails	One year from the end of the month in which they were received or sent unless a longer period is relevant as above. Emails to and from ex-employees or contractors will be deleted within 2 weeks of them leaving unless these form part of the employment record – see above.
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WHERE IS PERSONAL DATA HELD?

Personal data about clients, financial transactions and employees are held on our secure salon software system, Phorest, which is cloud based and can be accessed only by qualified and trained team members.

Paper records are held in a locked cabinet or in secure archive storage.

HOW IS PERSONAL DATA DELETED?

Personal data is permanently deleted in accordance with the retention periods listed above from:

- Salon software system, Phorest
- Electronic files
- Emails
- Paper records, which are securely shredded.

ACCESS TO PERSONAL INFORMATION, CORRECTION AND DELETION

See our privacy notice on <http://www.browenvyplymouth.co.uk>

All requests for access to personal information will be handled by the salon manager.

Responses to requests will be made within 30 days.

All information relating to the individual will be compiled into a report and collected from:

- Salon software system
- Financial transactions
- Emails
- Other electronic records
- Paper records (where applicable)

Date reviewed: 14th October 2018