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**Who we are**

* Company Name: Body TLC.
* Address: 405 High Street, Lincoln, LN5 7TE.
* Contact Phone Number: 01522 394618.
* Email: bodytlclincoln@gmail.com or info@bodytlc.co.uk
* Website: www.bodytlc.co.uk
* We are a Laser Clinic specialising in Laser treatments such as Laser Hair Removal, also offering a Beauty aspect with treatments such as waxing and tinting.

**What information we hold**

* Name.
* Address.
* Email.
* Phone number
* Date of birth.
* Parental details (as well as your own) if under 18.
* Medical history.
* Skin type.
* Consent form for treatments.
* Waiver.
* Date you visit the clinic.
* What treatment/s you have.
* Notes on the treatment, with your signature to confirm.
* Photographs if taken.
* Cost you paid.
* Who your treatment was with.
* If you have given consent for photographic usage.
* Any details of issues raised, and action taken.
* Any emails sent bringing up complaints.

**Where we get our information**

* Directly from customers when they phone, email, or come into clinic and fill paperwork in.
* Directly from potential customers at events or social media.

**What we do with information we hold**

* Written up.
* Written copies of notes are collated per client and filed alphabetically in a storage unit under CCTV and kept in a locked building overnight still under CCTV.
* Copied to digital format and kept on an external hard drive which is locked away overnight, kept within sight all day and under CCTV.
* Digital copies are backed up onto a second external hard drive which is also locked away overnight, kept within sight all day and under CCTV.
* Emails are collated on the above mentioned external hard drive, and added to our booking system (Setmore), where necessary to our email providers (bodytlclincoln@gmail.com and info@bodytlc.co.uk), and also to a external email system to use to send monthly offers (mail chimp).
* Notes are taken following treatment, which a client signs, for the purpose of continuity, understanding over time if a client returns following a break, to monitor a clients medical concerns which may cause contraindications to treatment, for a different therapist to understand previous treatments and in the case of litigation being brought against the Clinic.

**How long we keep information**

* Records are kept for 7 years.
* Where a complaint has been made, records are kept indefinitely.
* Once the 7 year period has passed, records are shredded, except in the above instance.

**Why it is legal for us to hold information**

* The lawful basis for us to keep data is to protect both parties should one party be unhappy with treatment and the result being taken to court.
* Another lawful basis for us to keep data is to avoid complications following treatment in regards to medical issues.

**How to complain about how we handle data.**

* Should I feel the need to complain about how my data is handled at Body TLC I can contact the Information’s Commissions Office via the following link <https://ico.org.uk/make-a-complaint/> or by calling their helpline on 0303 123 1113.