

Privacy Policy

The Information We Collect and How We Use It

At Womankind Clinic @ Charlie Miller, we take privacy seriously and only use the information we collect to provide our services. We do not share or sell your information for any purpose other than delivering the best possible service to our clients.

At any time, you may request:

- A copy of the information we hold about you
- That we remove all identifiable information relating to you

As standard practice, we will delete identifiable information if you have not undertaken business with us for a period of 2 years, unless we are legally required to retain records for longer.

For transparency, below outlines the services we provide and how your information may be used.

Beauty and Aesthetic Services

We request the minimum level of personally identifiable information required to run our business effectively. This includes information you provide directly to us, such as:

- Your name
- Contact details
- Appointment information

We will never obtain information about you indirectly from external sources.

We may store notes relating to services you receive to help us maintain and improve your client experience. Examples may include:

- Preferred treatment details
- Colour formulas
- Preferences during appointments
- Previous treatments and outcomes
- Preferred therapists or clinicians

We consider your booking and attendance at appointments as consent for us to store information relating to your services.

Depending on the service being provided, we may also need to ask questions relating to your medical history to ensure treatments are carried out safely and appropriately. We will obtain your consent before storing medical information.

Examples of medical information may include:

- Allergies
 - Pregnancy status
 - Medical conditions
 - Medications
 - Injuries or contraindications relevant to treatment
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Appointment Confirmations and Reminders

We may contact you via phone, email or SMS to:

- Confirm appointments
- Send appointment reminders
- Notify you of appointment changes

We consider the booking of an appointment as consent for this communication. However, you may opt out at any time where applicable.

Appointment Ratings and Reviews

Following your appointment, we may contact you via email or SMS requesting feedback or asking you to rate your experience with us.

Participation is entirely voluntary and you may opt out at any time.

Loyalty and Membership Communications

If you join one of our membership or loyalty programmes, we may send communications relating specifically to your membership benefits, account activity or rewards.

You may opt out of non-essential communications at any time.

Marketing Communications

We will not send marketing communications via phone, email, SMS or post unless you have provided consent for us to do so.

Our marketing campaigns may be automated and based on:

- Services received
- Products purchased
- Appointment history
- Special occasions such as birthdays or seasonal promotions

Examples may include:

- Birthday offers
- Seasonal promotions
- “We miss you” campaigns
- Treatment recommendations

You may unsubscribe or opt out of marketing communications at any time.

Data Processors and Data Storage

We use a number of professional software providers to support the operation of our business and services. These systems may securely process and store data outside of our business premises.

For more information regarding software providers and data storage locations, please visit:

[SalonIQ](#)

Your Rights and Contact Information

You may contact us at:

womankindbeauty@live.co.uk

To:

- Request a discussion regarding this Privacy Policy
 - Request access to information we hold about you
 - Request removal of your identifiable information
 - Make a complaint or raise concerns regarding data handling
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Hyperlinks

Our website may contain hyperlinks to third-party websites. These websites are operated by organisations outside of our control and we are not responsible for their content or privacy practices.

The inclusion of links to external websites does not imply approval or endorsement by Womankind Clinic @ Charlie Miller.

We recommend reviewing the privacy policies of any external websites you visit.

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