



Luna Beauty & Wellness

Privacy Notice

Luna Beauty & Wellness is committed to protecting the privacy and security of your personal information.

This privacy notice describes how we collect and use personal information about you during and after your relationship with us under the Data Protection (Jersey) Law 2018 (DPJL).

Luna Beauty & Wellness is a "data controller," which means we are responsible for deciding how we hold and use personal information about you. We are required to notify you of the information contained in this privacy notice under data protection legislation.

We will comply with data protection law. The law says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you.
6. Kept securely.

The Kind of Information We Hold About You

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

How Is Your Personal Information Collected?

We collect personal information about our customers when you contact us,

make a booking or provide us with your information for another specific purpose.

Data we collect when you make a booking:

- Name
- Address
- Phone number
- Email address
- Allergies that may impact your treatment
- Health information we may need to know for your treatment
- Medication you take that may impact your treatment

How We Will Use Information About You?

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. Where you have entered into a contract with us to provide you with a service. For example, when you make a booking with us for one of our treatments/services.
2. Where we need to comply with a legal obligation.
3. Where it is necessary for your legitimate interest (or that of a third Party), your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations, which are likely to be rare:

1. Where you have given your consent to contact you for a specific purpose.

Data Protection Manager (DPM)

We have appointed a DPM to oversee compliance with this privacy notice. If you have any questions about this privacy notice or handling your personal information, please get in touch with the DPM. You have the right to make a complaint at any time to the Jersey Office of the Information Commissioner, the supervisory authority for data protection issues.

Data Sharing

We may have to share your data with third parties.

We require third parties to respect the security of your data and treat it according to the law.

We may transfer your personal information outside the EU. If we do, you can expect a similar degree of protection regarding your personal information.

Why might you share my personal information with third parties?

We will share your personal information with third parties where required by law, where it is necessary to administer our relationship with you or where we have another legitimate interest in doing so.

We may share your personal information with third parties, for example, in the context of responding to an enquiry for one of our services. We will share only the data you have given your consent to share in this situation.

Data Security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. Details of these measures may be obtained from our Data Protection Manager, Claire Mcauley.

We have put in place procedures to deal with any suspected data security breach and notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Data Retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including to satisfy any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity. The potential risk of harm from unauthorised use or disclosure of your data, the purposes for which we process your data, whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances, we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Rights of Access, Correction, Erasure, and Restriction

The personal information we hold about you must be accurate and current. Please keep us informed if your information changes during your relationship with us.

Under certain circumstances, by law, you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This right enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This right enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This right enables you to ask us to delete or remove personal information where there is no good reason for us to continue to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** your personal information where we rely on a legitimate interest (or those of a third party). Something about your situation makes you want to object to processing on this ground. You also have the right to object to processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This right enables you to ask us to suspend the processing of personal information about you, for example, if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request the erasure of your personal information, object to the processing of your data, or request that we transfer a copy of your personal information to another party, please contact our DPM at persephony@hotmail.co.uk.

You will not have to pay a fee to access your personal information (or exercise any other rights). However, we may charge a reasonable fee if your access request is unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or exercise any of your other rights).

We will respond to your request within **four weeks** of verifying your identity.

Right to Withdraw Consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please get in touch with our DPO/M. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to unless we have another legitimate basis for doing so in law.

Complaints

We want the chance to resolve any complaints you have. You also have the right to complain to the Jersey Office of the Information Commissioner about how we have used your data.

The details for each of these contacts are:

Luna Beauty and Wellness, attention of the DPM, Claire Mcauley

Hotel De France, St Saviours Road, JE1 7XP

Email persephony@hotmail.co.uk

Office of the Information Commissioner – Jersey

2nd Floor, 5 Castle St, St Helier, Jersey JE2 3BT

Telephone +44 (0) 1534 716530 or Email: enquiries@dataci.org