PRIVACY POLICY

Effective Date: **26th August, 2026**

Last Updated: **26th August, 2026**

At **Beauty By Bole Boutique & Clinic**, Our services, Treatment And Health advice is committed to protecting the privacy, confidentiality and personal information of every client, patient and visitor who uses our website or receives services from us.

We understand that choosing a beauty and aesthetic clinic requires trust. Some of the information we collect may be highly personal, including information relating to a client's health, medical history, allergies, medications, previous treatments and other circumstances that may affect whether a particular treatment is suitable or safe.

We take this responsibility seriously. We collect and use personal information only for legitimate and appropriate purposes, maintain appropriate security measures, and treat client information with professionalism, discretion and confidentiality.

This Privacy Policy explains what information we collect, why we collect it, how we use and protect it, how long we retain it, when it may be shared, and the rights individuals may have in relation to their personal information.

1. WHO WE ARE

The organization responsible for handling your personal information is:

Clinic Name : **BEAUTY BY BOLE BOUTIQUE & CLINIC**

Address: **Flat 25 Innis House, East**

Email: **beautybyboleboutique@gmail.com**

Telephone: **+44 730 1935 818**

For data-protection purposes, **BEAUTY BY BOLE BOUTIQUE & CLINIC** acts as the organisation responsible for determining how and why personal information is processed in connection with our website, appointments and services.

2. INFORMATION WE MAY COLLECT

Depending on the services you request and your relationship with us, we may collect information including:

Personal and Contact Information

a. Full name

b. Date of birth or age where relevant

c. Home or correspondence address

d. Telephone number

e. mail address

f. Emergency contact details where appropriate

g. Appointment and booking information

Treatment and Health Information

Where necessary for the safe and appropriate provision of our services, we may ask for information relating to:

a. Medical history

b. Existing medical conditions

c. Allergies and sensitivities

d. Current or previous medications

e. Previous procedures or aesthetic treatments

f. Skin conditions or other relevant health information

g. Relevant pregnancy or breastfeeding information where applicable

h. Treatment contraindications

i. Information about previous reactions or complications

j. Consultation and treatment notes

k. Information necessary to assess whether a particular treatment is appropriate for you

Health information is particularly sensitive personal information and is handled with additional care.

Payment and Transaction Information

Where you make a payment for our services, we may collect information necessary to confirm and administer the transaction, such as:

a. Payment status

b. Transaction references

c. Invoice information

d. Booking and purchase history

Where payments are processed through a third-party payment provider, payment-card details may be processed directly by that provider rather than being stored by us.

Website and Technical Information

When you use our website, certain technical information may also be collected, depending on the website's configuration and the technologies we use. This may include:

a. IP address

b. Browser type

c. Device information

d. Operating system

e. Website pages visited

f. Approximate usage information

g. Cookie and similar technology information

3. WHY WE COLLECT YOUR INFORMATION

We collect information because we need it to provide our services responsibly, safely and professionally.

Your information may be used to:

a. Respond to inquiries and requests.

b. Create and manage appointments.

c. Provide requested beauty and aesthetic services.

d. Carry out consultations and treatment assessments.

e. Determine whether a treatment is suitable or whether additional precautions may be required.

f. Identify potential contraindications or treatment risks.

g. Maintain accurate treatment and client records.

h. Communicate with you about appointments and services.

i. Process payments and maintain appropriate financial records.

j. Provide aftercare or treatment-related information where appropriate.

k. Respond to questions, complaints or concerns.

l. Improve the quality and administration of our services.

m. Meet applicable legal, regulatory, professional or insurance requirements.

n. Protect the safety, security and legitimate interests of our clients, staff and business.

o. Prevent fraud, misuse or unlawful activity.

p. Comply with legal obligations where we are required to do so.

We will not collect personal information simply because it may be useful. We aim to collect information that is relevant and reasonably necessary for the purpose for which it is being used.

4. WHY WE ASK FOR HEALTH INFORMATION

Some beauty and aesthetic treatments are not suitable for everyone.

Certain medical conditions, medications, allergies, previous procedures or other circumstances may affect whether a treatment can safely be provided. For this reason, we may ask clients to provide health and treatment information before or during a consultation.

Providing accurate information is important because incomplete or inaccurate information could affect the safety or suitability of a treatment.

We use this information only for appropriate purposes connected with your care, treatment, safety, administration and our legal or professional responsibilities.

We will not use your health information for unrelated purposes without an appropriate lawful basis or permission where required.

Health information is recognised under UK data-protection law as special category data and receives additional protection.

5. HOW WE USE YOUR INFORMATION LAWFULLY

We process personal information only where we have an appropriate lawful basis to do so.

Depending on the circumstances, this may include processing that is necessary to:

* Provide services requested by you.

* Manage an appointment or agreement with you.

* Comply with a legal obligation.

* Protect legitimate interests where applicable.

* Establish, exercise or defend legal claims.

* Obtain and rely on consent where consent is the appropriate legal basis.

Where health information or other special category information is processed, we will also rely on an appropriate condition permitted under applicable data-protection law.

Where consent is relied upon, you may have the right to withdraw that consent, although this will not affect processing that was lawfully carried out before withdrawal.

Because the appropriate lawful basis can differ according to the purpose of processing, we will not assume that one legal basis applies to every type of information we hold.

6. CONFIDENTIALITY OF YOUR INFORMATION

We understand the importance of confidentiality in a beauty and aesthetic environment.

We will treat your personal and treatment information as confidential and will only provide access to people who have a legitimate reason to access it.

We do not sell, rent or trade client personal information.

We do not disclose client information to unrelated individuals or organizations for their own purposes.

Where information must be shared with another organization or professional for a legitimate reason, we will take reasonable steps to ensure that the disclosure is lawful, necessary, proportionate and appropriately protected.

We may disclose information where:

* You have requested or authorised us to do so.

* It is necessary to provide a service you have requested.

* A service provider is processing information on our behalf under appropriate arrangements.

* We are required to do so by law or a lawful authority.

* It is necessary to protect someone's vital interests or safety where permitted by law.

* It is necessary to establish, exercise or defend legal rights.

* Disclosure is otherwise permitted or required under applicable law.

7. THIRD-PARTY SERVICE PROVIDERS

Although we take strong measures to protect your information, certain services may involve

trusted third-party providers, such as:

* Website hosting providers

* Appointment or booking platforms

* Payment-processing providers

* IT and security providers

* Email or communication providers

* Professional advisers

* Insurance or regulatory services where appropriate

Where third parties process personal information on our behalf, we will take reasonable steps to ensure that appropriate confidentiality, security and data-protection obligations apply.

We will not permit third-party providers to use your personal information for purposes that are incompatible with the reason for which we provided it to them.

8. PAYMENT INFORMATION

When you make a payment for a treatment or service, payment information may be processed by a payment provider.

We will only retain payment information that we reasonably need for accounting, transaction records, refunds, dispute handling, legal obligations or other legitimate business purposes.

We do not intend to unnecessarily store full payment-card details on our own systems.

9. HOW WE PROTECT YOUR INFORMATION

We take reasonable and appropriate technical and organizational measures to protect personal information against:

* Unauthorized access

* Accidental loss

* Theft

* Unauthorised disclosure

* Unauthorized alteration

* Destruction

* Misuse

Access to client information is restricted to authorized individuals who need the information for legitimate business or treatment purposes.

Where appropriate, we use passwords, access controls, secure systems, confidentiality procedures and other safeguards designed to protect personal information.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure. We therefore continually review our security arrangements and take reasonable steps to reduce risks.

10. RETENTION OF PERSONAL INFORMATION

We will not keep personal information for longer than is reasonably necessary for the purpose for which it was collected, unless we are required or permitted by law to retain it for a longer period.

Treatment and health records may need to be retained for an appropriate period because they can be relevant to ongoing care, treatment history, safety, complaints, insurance, legal claims, professional responsibilities or regulatory requirements.

Different categories of information may therefore have different retention periods.

When personal information is no longer required, we will take reasonable steps to securely delete, destroy or anonymize it.

Beauty by Bole

11. YOUR RIGHTS

Depending on the circumstances and applicable law, you may have rights relating to the personal information we hold about you.

These may include:

Right to be informed

You have the right to receive clear information about how and why your personal information is collected and used.

Right of access

You may request a copy of personal information we hold about you, together with certain additional information about how we process it.

Right to rectification

If information we hold about you is inaccurate or incomplete, you may ask us to correct or complete it.

Right to erasure

In certain circumstances, you may ask us to delete your personal information.

This right is not absolute and may not apply where we have a lawful reason to continue retaining or processing information.

Right to restrict processing

In certain circumstances, you may ask us to restrict how we use your personal information.

Right to object

Depending on the lawful basis and circumstances, you may have the right to object to certain types of processing.

Right to data portability

Where applicable, you may have the right to receive certain personal information in a structured, commonly used and machine-readable format or request that it be transferred to another organization.

The availability of these rights depends on the circumstances and applicable legal exemptions.

12. HOW TO EXERCISE YOUR RIGHTS

If you wish to exercise any of your data-protection rights, please contact us using:

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Address: **Flat 25 Innis House, East**

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We may need to verify your identity before providing information or making changes to your records. This is an important security measure designed to prevent personal information from being disclosed to the wrong person.

We will deal with valid requests within the time period required by applicable data-protection law.

13. COOKIES AND WEBSITE TECHNOLOGIES

Our website may use cookies and similar technologies to ensure that the website functions properly, remember preferences, understand website usage and, where applicable, support analytic or marketing activities.

Where required, we will ask for consent before placing non-essential cookies or similar technologies on your device.

You can manage certain cookie preferences through your browser or our website's cookie controls where available.

A separate Cookie Policy may provide additional information about the specific cookies and technologies used on our website.

14. MARKETING COMMUNICATIONS

If we send promotional communications, we will do so in accordance with applicable privacy and electronic-marketing laws.

Where consent is required, we will seek appropriate consent before sending marketing communications.

You can unsubscribe from marketing communications at any time by using the unsubscribe option provided in the communication or by contacting us directly.

Choosing not to receive marketing communications will not normally affect your ability to receive services from us.

15. PHOTOGRAPHS, VIDEOS AND BEFORE-AND-AFTER IMAGES

We recognize that photographs and videos taken in connection with aesthetic treatments can be particularly sensitive.

We will not use a client's identifiable photograph, video, before-and-after image, or similar material for advertising, social media, website content, or promotional purposes merely because the client received treatment.

Where we intend to use identifiable client imagery for promotional or other purposes beyond treatment and record-keeping, we will obtain the appropriate permission or other lawful basis required by applicable law.

Clients may ask us questions about how their images are being used and may withdraw consent where consent is the relevant legal basis, subject to applicable legal limitations.

16. INFORMATION PROVIDED BY CLIENTS

Clients are responsible for providing information that is accurate and complete to the best of their knowledge.

In particular, clients should tell us about relevant medical conditions, allergies, medications, previous treatments, and other circumstances that could affect the safety or suitability of a service.

If your circumstances change after you have provided information to us, please inform us as soon as reasonably possible.

17. CHILDREN AND MINORS

Our services and the collection of personal information from minors will be handled in accordance with applicable law and our treatment policies.

Where parental or guardian involvement or consent is legally required, we will follow the applicable requirements before providing the relevant service.

18. INTERNATIONAL TRANSFERS

Where personal information is transferred outside the United Kingdom, we will take appropriate steps to ensure that the transfer is permitted under applicable data-protection law and that appropriate safeguards are in place where required.

19. DATA BREACHES AND SECURITY INCIDENTS

If we become aware of a personal-data breach, we will assess the incident and take appropriate steps to contain, investigate, and remedy it.

Where applicable law requires us to notify a regulator or affected individuals, we will make the required notification within the applicable timeframe.

20. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our services, technology, legal requirements or data-processing practices.

When we make significant changes, we will take reasonable steps to bring those changes to your attention.

The latest version will be made available on our website.

21. COMPLAINTS

If you have concerns about the way we have handled your personal information, we encourage you to contact us first so that we can investigate and try to resolve your concern.

Privacy Contact:

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You also have the right, where applicable, to complain to the Information Commissioner's Office (ICO), the UK's independent data-protection regulator.

22. OUR COMMITMENT TO YOU

Your privacy is not simply a legal requirement to us; it is part of the trust placed in us by every person who chooses our clinic.

We understand that clients may share information with us that they would not ordinarily share with other people. We therefore aim to handle personal information with discretion, respect and professionalism at every stage—from the first enquiry and consultation through treatment, payment, aftercare and record retention.

We will continue to review our procedures and security arrangements to help ensure that personal information is handled responsibly and protected against inappropriate access, use or disclosure.

" Your information is entrusted to us. We treat that trust seriously."

BEAUTY BY BOLE BOUTIQUE & CLINIC :

Professional Care. Confidential Service. Your Privacy Matters.