**PRIVACY POLICY**

The Privacy Policy below describes when and how I will collect, use, and share information when you request a service from me, contact me, or otherwise use my services.

Please note that my Privacy Policy does not apply to the practices of any third parties that I do not own or control, or any third-party services you access.

**Information That I Collect**

You must provide me with certain information so that I may fulfil your request, such as your name, postal address, email address, telephone number, payment information and details of the service you require.

I rely on a number of legal bases to collect, use, and share your information, including:

- as needed to provide my services, such as when using your information to complete the service, contact you to arrange appointments, to settle any disputes, or to provide customer support;

- when you have provided your affirmative consent, which you may revoke at any time, such as by signing up for my mailing list;

- if necessary to comply with a legal obligation or court order or in connection with a legal claim, such as retaining information about the services rendered if required by tax law; and

- as necessary for the purpose of my legitimate interests, if those legitimate interests are not overridden by your rights or interests, such as providing and improving my services. I use your information to provide the services you requested and in my legitimate interest to improve my services

**Sharing and Disclosure of Information**
I share your personal information for very limited reasons and in limited circumstances, listed below:

- Service providers. I engage certain trusted third parties to perform functions and provide services to my shop, such as delivery companies. I will share your personal information with these third parties, but only to the extent necessary to perform these services.

- Compliance with laws. I may collect, use, retain, and share your information if I have a good faith belief that it is reasonably necessary to: (a) respond to legal process or to government requests; (b) enforce my agreements, terms and policies; (c) prevent, investigate, and address fraud and other illegal activity, security, or technical issues; or (d) protect the rights, property, and safety of my customers, or others.

**Data Retention**
I retain your personal information only for as long as necessary to provide you with my services and as described in my Privacy Policy.

However, I may also be required to retain this information to comply with my legal and regulatory obligations, to resolve disputes, and to enforce my agreements.
I generally keep your data for the following time-period: 7 years

**Your Rights**

If you reside in certain territories, including the EU, you have a number of rights in relation to your personal information. While some of these rights apply generally, certain rights apply only in certain limited cases. I describe these rights below:

**- Access.** You may have the right to access and receive a copy of the personal information I hold about you by contacting me using the contact information below.

**- Change, restrict, delete.** You may also have rights to change, restrict my use of, or delete your personal information. Absent exceptional circumstances (like where I am required to store data for legal reasons) I will generally delete your personal information upon request.

**- Object**. You can object to (i) my processing of some of your information based on my legitimate interests and (ii) receiving marketing messages from me after providing your express consent to receive them. In such cases, I will delete your personal information unless I have compelling and legitimate grounds to continue using that information or if it is needed for legal reasons.

**- Complain**. If you reside in the EU and wish to raise a concern about my use of your information (and without prejudice to any other rights you may have), you have the right to do so with your local data protection authority.

**How to Contact Me**

If you have any questions or concerns, you may contact me in writing at 97 Preston New Road (within Hair Studio), Blackburn BB2 6AY or alternatively by emailing me at AmethystandLotus@hotmail.co.uk