



mynewhair Privacy Policy

At *mynewhair* we are committed to protecting and respecting your privacy.

mynewhair is a registered charity, number 113081.

This policy (together with our Terms of Use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.mynewhair.org you are accepting and consenting to the practices described in this policy.

Information we may collect from you

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our site www.mynewhair.org (**our site**) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you search for a service, participate in social media functions on our site, contact us for advice or support and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, personal description and photograph.
- **Information we collect about you.** With regard to each of your visits to our site we may automatically collect the following information:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and

also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy [LINK].

Uses made of the information

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:
 - to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information and services that you request from us;
 - to notify you about changes to our service;
 - to further our charitable aims;
 - to ensure that content from our site is presented in the most effective manner for you and for your computer.
- **Information we collect about you.** We will use this information:
 - to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
 - to allow you to participate in interactive features of our service, when you choose to do so;
 - as part of our efforts to keep our site safe and secure;
- **Information we receive from other sources.** We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

Disclosure of your information

Other than the uses set out in this policy, or as required by law, your personal information will **not** be shared with third parties or used in any other way, unless you grant permission. However, we may sometimes share your information with our trusted service providers who are authorised to act on our behalf and with analytics and search engine providers that assist us in the improvement and optimisation of our site.

Information provided to us by salons and hair professionals who train with and join the *mynewhair* network of Salons that Care, relating to the service that they provide to the public, will be published on our site unless the salon / hair professional

requests otherwise (this includes contact details such as telephone numbers, email addresses and postal addresses).

We may also need to disclose your information if required to do so by law.

Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). By submitting your personal data, you agree to this transfer, storing or processing. *mynewhair* will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

This policy was last updated in July 2015.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@mynewhair.org or sent by post to *mynewhair*, PO Box 626, Durham, DH1 9LJ.