

Glow Tanning Studio

Privacy Policy

Effective Date: 31 July 2026

1. Who We Are

Glow Tanning Studio ("we", "our", or "us") is the data controller responsible for the personal information you provide.

If you have any questions about this Privacy Policy or your personal data, please contact us:

Glow Tanning Studio

Email: info@glowtanningstudio.co.uk

Telephone: 01270748603

2. Information We Collect

- Full name
- Date of birth
- Address
- Telephone number
- Email address
- Emergency contact details (where applicable)
- Tanning consultation forms and skin type assessments
- Medical information relevant to the safe use of sunbeds
- Appointment and booking history
- Membership and subscription information
- Purchase history
- Payment information (processed securely by our payment provider—we do not store your full card details)
- CCTV images where cameras are in operation

3. How We Use Your Information

We use your personal information to:

- Manage your appointments
- Provide tanning services safely
- Assess suitability for sunbed use
- Process payments
- Manage memberships and recurring payments
- Contact you regarding appointments or account information
- Respond to enquiries
- Improve our services
- Meet legal and regulatory requirements

- Prevent fraud and protect our business

Where you have given consent, we may also send you:

- Promotions
- Exclusive offers
- New service updates
- Birthday rewards
- Marketing emails or SMS messages

You can opt out of marketing at any time.

4. Legal Basis for Processing

We process your data under one or more of the following legal bases:

- Performance of a contract
- Legal obligation
- Legitimate interests
- Your consent (for marketing)

5. Memberships and Payments

If you join one of our membership programmes, your payment details are processed securely by our authorised payment provider.

Recurring payments are collected automatically until your membership is cancelled in accordance with the membership terms and conditions.

Glow Tanning Studio does not store your full debit or credit card details.

6. Sharing Your Information

We only share your personal information where necessary, including with:

- Payment providers
- Booking software providers
- EPOS providers
- Marketing platforms (where consent has been given)
- Professional advisers
- Government or regulatory authorities where required by law

We never sell your personal information.

7. Data Security

We take appropriate technical and organisational measures to keep your information secure and protect it against:

- Unauthorised access
- Loss
- Misuse
- Alteration

- Disclosure

Only authorised staff have access to personal information.

8. How Long We Keep Your Data

We only keep your information for as long as necessary. Typically:

- Client records: up to 7 years after your last visit
- Financial records: 6 years to comply with HMRC requirements
- Marketing preferences: until you withdraw consent
- CCTV footage: normally retained for up to 30 days unless required for investigation

9. Your Rights

Under UK data protection law, you have the right to:

- Access your personal information
- Request correction of inaccurate data
- Request deletion of your data (where applicable)
- Restrict processing
- Object to processing
- Withdraw marketing consent at any time
- Request a copy of your data
- Lodge a complaint with the Information Commissioner's Office (ICO)

More information can be found on the ICO website.

10. Cookies

If you use our website, cookies may be used to improve your browsing experience and analyse website performance.

You can control cookies through your browser settings.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Any updates will be published on our website and made available in the salon.

Contact Us

If you have any questions regarding this Privacy Policy or how your data is handled, please contact:

Glow Tanning Studio

Email: info@glowtanningstudio.co.uk

Telephone: 01270 748603