

About Crop

Crop Hair Limited (“Crop”) is registered in England and Wales with company number 11300430 and maintains its registered office at:

155 HIGH STREET
SEVENOAKS
KENT
TN13 3UP

Crop is VAT registered with VAT number 303 4574 28.

In this privacy policy references to ‘we’ or ‘us’ refer to Crop. This policy will explain what information we collect about you and how we use it.

The information we collect and how

At Crop we take privacy seriously and only collect information in order to best provide our services. We do not share or sell the information we collect for any other purpose. At any time, you may request a copy of information we have recorded about you. You may also request we remove all identifiable information with respect to yourself. As a matter of course, we will delete your identifiable information if you have not undertaken business with us after 5 years.

For transparency, listed are the business services we provide and how each service uses the information we collect.

Hair and beauty related services:

We request the minimum level of personally identifying information to run our business effectively. This is data you provide us directly, for example, your name and contact details. We will never obtain information about you indirectly from sources outside our business. We store notes with respect to services we undertake to ensure we maintain and exceed our level of service. For example, your preferred hair style, colour formula codes, how you like your coffee and who your favourite stylists are. We consider you have provided consent for us to store personally identifying information and information about your services based on your receiving services from us. Depending on the particular service(s) we are providing we may be required to ask questions related to your medical history. We will obtain your consent prior to storing information related to your medical history. Examples of medical data may be allergies, pregnancy or an injury that may impact our service.

Appointment confirmations and reminders:

We may contact you via phone, email or SMS to confirm appointments booked and remind you of upcoming appointments. We consider you having made the appointment as consent to undertake this activity but you may opt-out at any time.

Appointment ratings and reviews:

After visiting us we may send you an email or SMS asking you to rate our services and provide feedback. We consider your agreement and participation in the service as consent to undertake this activity but, if you want, you may opt out at any time.

Loyalty:

We consider becoming a member of our loyalty program as consent to send you emails related to the loyalty program but, if you want, you may opt out at any time.

Marketing:

We will not undertake phone, mail, email or SMS marketing without you first providing consent for us to do so. Our marketing campaigns are automated and use rules based on services and products purchased and information we collect from you. For example, we may send marketing campaigns related to your birthday, the fact you have not visited for >3 months and other special occasions such as Valentine's Day and Christmas. You may opt out of receiving marketing material at any time.

Data processors and data locations:

We use shedul a cloud based software solution within our business to provide the services listed above. This software solution stores and processes data in numerous locations outside our business premises. For information on the software providers and data storage locations please visit: www.shedul.com

You may contact us at hello@crophair.co.uk to:

- Request a discussion about our Privacy Policy.
- Request information we have stored about you.
- Request we remove all identifying information about you.
- Make a complaint.

Hyper-links

You may come across hyper-links on this site. These hyper-links may take you to sites operated by other organisations which you agree we are not responsible for. When preparing our website we have taken every care possible. However, we have no control over any of the information you can access via other web sites and, in particular, we are not responsible for the privacy policies adopted by such other websites. Therefore, no mention of any organisation, company or individual to which our web site is linked shall imply any approval or warranty as to the standing and capability of any such organisations, company or individual on the part of Crop.

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