

April 2018

Dear

As part of the introduction of the General Data Protection Regulation on May 25, 2018 Body & Face is taking the opportunity, as you have purchased product from ourselves, to notify you of the data the company retains about contact with yourself and to request your permission to process this data only for the purpose for which its collection was intended. Please note that we do not collect or retain any specifically personal data.

You can find more information on a document entitled 'Government to strengthen UK data protection law' at [www.gov.uk/government/news/government-to-strengthen-uk-data-protection-law](http://www.gov.uk/government/news/government-to-strengthen-uk-data-protection-law).

**General** – Sensitive retail/mail order data and individual invoice payment data handled over the telephone through the Worldpay system is managed securely and our procedures are checked on an annual basis. No data relating to the card used to transact payment is retained but with the purchaser's order/delivery address recorded for delivery purposes and for validity checks. Any paper notes are immediately shredded once payment transactions are acknowledged as complete by the Worldpay system.

Using the retail system or Worldpay for invoice payment will result in copies of transaction details being forwarded via email or through the mail for your records.

Please note that our website does use cookies to assist in our service provision to you.

Where a telephone number is provided, this may be forwarded to the Courier to ensure correct and prompt delivery.

Body & Face does not transfer any data, personal, commercial or otherwise to third-parties.

### **Customer records**

In order to maintain / improve contact Body & Face maintains an **Access database** containing the following details: Company / Personal Name; Relevant Contact Person; Customer type – Aromatherapist, Company or Individual; Telephone No.; Fax; Mobile; Email address; Website (where applicable); Notes; together with separate address details.

**Customer Order File** – Containing records of each Sales Order; copy Sales Invoice with any Worldpay transaction acknowledgements where relevant to meet the requirements of HMRC; Delivery Note; Delivery Manifest and Receipt as relevant – together with any correspondence relating to the Order; Commendations and records of sample provision provided for evaluation or training purposes.

## Customer Surveys

Please note that any results or comments gathered through our occasional Customer Surveys will be treated anonymously and will not be directly quoted in any report or feedback. However, you will be requested to sign the Survey if you wish to be involved in the Prize Draw.

**Please remember to update your details as necessary.** You have a right to apply for a copy of your information, to have any inaccuracies corrected and restrict processing of it. You have a right to have any personal data erased, subject to legal and regulatory compliance and crime prevention. You have a right to data portability, obtaining a copy of your data in a commonly-used machine readable format where technically possible. Problems should be directed in the first instance to Body & Face. If still unsatisfied you should contact the Information Commissioner's Office (ICO). See [www.ico.org.uk/for-organisations/data-protection-reform](http://www.ico.org.uk/for-organisations/data-protection-reform). Also available for reference is the EU GDPR portal at [www.eugdpr.org](http://www.eugdpr.org).

**I give permission for Body & Face to process and retain data for the purposes described.**

Signed \_\_\_\_\_ Date \_\_\_\_\_

**Please note that if you do give consent to such data processing; e.g. forwarding of the Newsletter, the Customer Survey, Closure details and change your mind let us know and we will cease processing. Please keep a copy of this document for your records.**

**A stamped-addressed envelope is enclosed for the return of the signed agreement.**

For your information I have also included a copy of our Quality Policy as we are proud to say that we have accomplished transition to ISO 9001:2015 after an intensive two-day assessment.

Kind regards,

Angela