

Privacy Policy

Danish

1. AFBESTILLING/UDEBLIVELSE :

Vi har fuld forståelse for at der kan komme ting i vejen for den aftalte tid. Dog skal afbud ske senest 24 timer før aftale, så jeg har mulighed for at booke andre ind. Hvis dette ikke overholdes eller man udebliver, kan der blive pålagt et gebyr på 50% behandlingens pris.

Dette er af respekt for mig selv og andre kunder som tit venter længe på en ledig tid.

2. LUS:

Er uheldet ude og der bliver fundet lus eller æg i håret, bliver vi nødsaget til at stoppe behandlingen. Er behandlingen startet, finder betalingen sted samme dag som problemet opdages. Du får derefter en ny tid hvor den betalte behandling færdiggøres.

3. REKLAMATIONER:

Reklamationer kan forekomme, men vi bestræber os selvfølgelig på at dette ikke skal ske. Hvis uheldet er sket, skal reklamationen ske inden 10 dage efter behandlingens udførelse. Kunden skal stille i salonen inden de 10 dage, så vi kan kigge på håret og snakke videre forløb.

4. KUNDEN I FOKUS:

For at give dig og andre kunder den aller bedste oplevelse og afslapning, ser vi helst at børn ikke tages med til de store og lange behandlinger da salonen ikke er så stor. Dette er både af hensyn til mig som frisør der skal have stor koncentration i lang tid og have dig i fokus, men også af hensyn til dig som kunde, da vi ønsker du får den aller bedste luksus oplevelse.

5. PERSONDATA:

De oplysninger vi har på dig, bliver kun brugt i forbindelse med vores arbejde, f.eks. oplysninger om farve recepter, allergier, faktura ved udeblivelse m.m. Vi bruger data'en så vi kan yde den bedste service til dig. Data'en skrives i vores kundebøger som låsen inde hver dag efter endt arbejde. Hvis du ønsker at dine data er skal slettes, kontakt os gerne.

English

1. Introduction

We are committed to safeguarding the privacy of our website visitors and service users. The Privacy Policy has been updated 10.05.2018 in order to comply with data protection legislation, General Data Protection Regulation (also known as the GDPR).

This is our privacy policy. It tells you how we collect and process data received from you on our site. In other words, here are the details that the GDPR says we must give you as we are the 'data controller' of your data. If you have any comments on this privacy policy, please email them to info@ankastyle.dk

We use cookies on our website. Insofar as those cookies are not strictly necessary for the provision of our website and services, we will ask you to consent to our use of cookies when you first visit our website.

In this policy, "we", "us" and "our" refer to **Anka's Style**. For more information about us, see Section 12.

2. How we use your personal data

In this Section 2 we have set out:

- a. the general categories of personal data that we may process;
- b. in the case of personal data that we did not obtain directly from you, the source and specific categories of that data;
- c. the purposes for which we may process personal data; and
- d. the legal bases of the processing.

We may process data about your use of our website and services ("**usage data**"). The usage data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use. The source of the usage data is our analytics tracking system. This usage data may be processed for the purposes of analysing the use of the website and services. The legal basis for this processing is our legitimate interests, namely, monitoring and improving our website and services.

We may process your account data ("**account data**"). The account data may include your name and email address. The source of the account data is you. The account data may be processed for the purposes of operating our website, providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The

legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter such a contract.

We may process your information included in your personal profile on our website ("**profile data**"). The profile data may include your name, address, telephone number, email address, profile pictures, gender, date of birth, interests and hobbies. The profile data may be processed for the purposes of enabling and monitoring your use of our website and services. The legal basis for this processing is the performance of a contract between you and us and/or taking steps, at you request, to enter into such a contract.

We may process information contained in any enquiry you submit to us regarding goods and/or services ("**enquiry data**"). The enquiry data may be processed for the purposes of offering, marketing and selling relevant goods and/or services to you.

We may process information relating to our customer relationships, including customer contact information ("**customer relationship data**"). The customer relationship data may include your name, your contact details, and information contained in communications between us and you. The customer relationship data may be processed for the purposes of managing our relationships with customers, communicating with customers, keeping records of those communications and promoting our products and services to customers.

We may process information relating to transactions, including purchases of goods and services, that you enter into with us and/or through our website ("**transaction data**"). The transaction payment is encrypted but data we collect may include your contact details, your last 4 digits as card details and the transaction details. The transaction data may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions.

We may process information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters ("**notification data**"). The notification data may be processed for the purposes of sending you the relevant notifications.

We may process information contained in or relating to any communication that you send to us ("**correspondence data**"). The correspondence data may include the communication content and metadata associated with the communication. Our website will generate the metadata associated with communications made using the website contact forms. The correspondence data may be processed for the purposes of communicating with you and record-keeping.

We may process any of your personal data identified in this policy where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. The legal basis for this processing is our legitimate interests, namely the protection and assertion of our legal rights, your legal rights and the legal rights of others.

We may process any of your personal data identified in this policy where necessary for the purposes of obtaining or maintaining insurance coverage, and managing risks.

In addition to the specific purposes for which we may process your personal data set out in this Section 2, we may also process any of your personal data where such processing is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another person.

Please do not supply any other person's personal data to us, unless we prompt you to do so.

3. Providing your personal data to others

We may disclose your personal data to any member of our group of companies, which means our subsidiaries, our holding company, and company subcontractors. Insofar as reasonably necessary for the purposes, and on the legal bases, set out in this policy. If we want to sell our business, or our company, we can disclose it to the potential buyer.

We may disclose your personal data to our insurers maintaining insurance coverage, managing risks, or the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

Financial transactions relating to our website and services are handled by our payment service provider, Stripe. We will share transaction data with our payment service provider only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. We may also exchange your data with other third parties to protect against fraud or credit risks. You can find information about the payment service provider, privacy policies and practices at [STRIPE](#).

In addition to the specific disclosures of personal data set out in this Section 3, we may disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person. We may also disclose your personal data where such disclosure is necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

4. International transfers of your personal data

In this Section 4, we provide information about the circumstances in which your disclosed and publicized personal data may be viewed in countries outside the European Economic Area (EEA).

You acknowledge that personal data that you submit for publication through our website or services may be available, via the internet, around the world. We cannot prevent the use or misuse of such personal data by others.

5. Retaining and deleting personal data

This Section 6 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal data.

Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

We will retain your personal data as follows:

- a. personal data category or categories will be retained for as minimum of necessary period of 6 months following your date of first registration or for a maximum period of 5 years.

Notwithstanding the other provisions of this Section 5, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another person.

6. Amendments

We may update this policy from time to time by publishing a new version on our website.

You should check this page occasionally to ensure you are happy with any changes to this policy.

We will notify you by email of any changes to this policy.

7. Your rights

In this Section 7, we have summarized the rights that you have under data protection law, in order to ensure fair and transparent processing. Some of the rights are complex, and not all of the details have been included in our summaries. Accordingly, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

Your principal rights under data protection law are:

- a. the right to access;
- b. the right to rectification;
- c. the right to erasure;
- d. the right to restrict processing;
- e. the right to object to processing;
- f. the right to data portability;
- g. the right to complain to a supervisory authority; and
- h. the right to withdraw consent.

You have the right to confirmation as to whether or not we store and process your personal data.

You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed.

In some circumstances you have the right to the erasure of your personal data without undue delay. Those circumstances include: the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; you withdraw consent to consent-based processing; you object to the processing under certain rules of applicable data protection law; the processing is for direct marketing purposes; and the personal data have been unlawfully processed. However, there are exclusions of the right to erasure. The general exclusions include where processing is necessary: for exercising the right of freedom of expression and information; for compliance with a legal obligation; or for the establishment, exercise or defence of legal claims.

In some circumstances you have the right to restrict the processing of your personal data. Those circumstances are: you contest the accuracy of the personal data; processing is unlawful but you oppose erasure; we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defence of legal claims; and you have objected to processing, pending the verification of that objection. Where processing has been restricted on this basis, we may continue to store your personal data. However, we will only otherwise process it: with your consent; for the establishment, exercise or defence of legal claims; for the protection of the rights of another natural or legal person; or for reasons of important public interest.

You have the right to object to our processing of your personal data on grounds relating to your particular situation, but only to the extent that the legal basis for the processing is that the processing is necessary for: the performance of a task carried out in the public interest or in the exercise of any official authority vested in us; or the purposes of the legitimate interests pursued by us or by a third party. If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

You have the right to object to our processing of your personal data for direct marketing purposes (including profiling for direct marketing purposes). If you make such an objection, we will cease to process your personal data for this purpose.

You have the right to object to our processing of your personal data for scientific or historical research purposes or statistical purposes on grounds relating to your particular situation, unless the processing is necessary for the performance of a task carried out for reasons of public interest.

To the extent that the legal basis for our processing of your personal data is:

- a. consent; or
- b. that the processing is necessary for the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract,

and such processing is carried out by automated means, you have the right to receive your personal data from us in a structured, commonly used and machine-readable format. However, this right does not apply where it would adversely affect the rights and freedoms of others.

If you consider that our processing of your personal information infringes data protection laws, you have a legal right to lodge a complaint with a supervisory authority responsible for data protection. You may do so in the EU member state of your habitual residence, your place of work or the place of the alleged infringement.

To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.

You may exercise any of your rights in relation to your personal data by written notice to us via email, info@ankastyle.dk or call us at +45 50 38 21 30

8. About cookies

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

9. Cookies that we use

We use cookies for the following purposes:

- a. authentication - we use cookies to identify you when you visit our website and as you navigate our website;
- b. status - we use cookies to help us to determine if you are logged into our website;

- c. security - we use cookies as an element of the security measures used to protect user accounts, including preventing fraudulent use of login credentials, and to protect our website and services generally;
- d. analysis - we use cookies to help us to analyse the use and performance of our website and services;
- e. cookie consent - we use cookies to store your preferences in relation to the use of cookies more generally;

10. Cookies used by our service providers

Our service providers use cookies and those cookies may be stored on your computer when you visit our website.

We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>.

11. Managing cookies

Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

- a. <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);
- b. <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
- c. <http://www.opera.com/help/tutorials/security/cookies/> (Opera);
- d. <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);
- e. <https://support.apple.com/kb/PH21411> (Safari); and
- f. <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

Blocking all cookies will have a negative impact upon the usability of many websites.

If you block cookies, you will not be able to use all the features on our website.

12. Our details

This website is owned and operated by Anka's Style IVS.

Our website address is: ankastyle.dk

We are registered in Denmark with the following registration number: DK-40163921

Our registered office is: Østergade 4B, 6933 Kibæk.

You can contact us:

- a. by post, to the postal address given above;
- b. using our website contact form;
- c. by telephone, on the contact number published on our website; or
- d. by email, using the email address published on our website.

13. Data protection officer

Our nominated representative is: Ancuta Deloiu

Phone +45 50 38 21 30

Email: info@ankastyle.dk

Our data protection is offered by: WIX.COM