

GDPR Privacy Policy

Cookies are small text files that can be used by websites to make a user's experience more efficient. The law states that we may store cookies on your device if they are absolutely necessary to be able to use this website. For all other purposes, your consent is required.

How do we process cookies?

Our salon "Love Yourself" uses different types of cookies. Some cookies are placed by third-party services displayed on our pages and some are necessary to use the site. Necessary cookies allow you to use our website by activating basic functions, such as page navigation, booking a treatment and access to safe areas on the website that would not otherwise have functioned correctly without these cookies.

GDPR

Privacy policy for "Love Yourself"

Your privacy

We show with this personal data policy that we respect your personal privacy. In the policy, you can take part in how we collect and process your personal data. Your rights are also shown here.

Data protection legislation

We follow the Swedish data protection legislation where the Data Protection Ordinance (GDPR) is included.

WHICH PERSONAL DATA IS PROCESSED?

Personal and contact information

We collect and process the following personal information about you as a customer:

- Name (your first and last name)
- Social security number
- Telephone number
- Email
- Information about payment etc. when you book treatment with us or request information
- We save your e-mails that you send to us

How long do we save your data?

We store your information in our customer register for 10 years, calculated from the end of the customer relationship. However, if you wish, we can delete your information earlier. After the treatment and follow-ups have been completed, we consider the customer relationship to be completed. Parts of your personal information are stored in your journal.

We use your personal and contact information to manage the relationship with you as a customer. Among other things, we need to get in touch with you regarding bookings, if follow-ups are needed

or if we have questions for you. Furthermore, we need your telephone number to send out SMS regarding confirmations of bookings and reminders about bookings.

Journal and other health information about you as a customer

When you become a customer with us, we need information about your health. We need to know if you have a possible illness, your biomedical and physiological condition and that we need to take part of your medical history. But we may also need information about procedures that you wish to have carried out.

How is the data collected?

The health information can be collected orally or in writing, for example when you meet a nurse or other staff. We also post pictures before and after procedures in the journal.

Why do we need this information?

The reason is that our staff is covered by a statutory requirement according to the Patient Data Act where it is required that a record be kept. We also follow the National Board of Health and Welfare's general advice on record keeping.

How long do we save your health information?

In accordance with the Patient Data Act, Chapter 3, Section 17, we save our records for 10 years, calculated from the time we have made the last entry in the record. However, the storage time may change in the future if the legal requirements change.

Contacts in social media

You can communicate with us on social media and tag our photos. The personal information (e.g., your profile name and photos) that you provide to us in social media is only used in the current media. When you tag us in a picture or share information on our profile, it is considered that you have given your consent for the picture / information to be displayed in our profile in the way that is customary in the relevant medium. We may, at your request, remove information in cases where the media does not allow you to remove it yourself.

Storage of your messages

If we receive a message from you on social media, the message is stored in the social media after you have received a response from us. Your bookings and inquiries are entered into our case management system. The processing of your messages is done because we have a legitimate interest in confirming and proving what communication has taken place with you - in case we should disagree with you and to be able to handle a future customer relationship.

Pictures of you for treatment purposes

Before we use any pictures of you, you must sign and approve a special document. The images may be used to show what we offer customers before and after a treatment. If you no longer wish us to use your images, you can revoke your consent at any time.

Pictures of you for marketing purposes

We may also ask to establish a special agreement on the right to use images of you that are used in our own marketing. The agreement may mean that you lose the right to revoke your consent to use the images. If that were the case, however, it will be stated in the agreement.

Our staff

The staff at our salon has access to your personal information. However, not all people have access to all information, but it depends on what function the employee has with us. For example, only the person treating you has access to your journal and what is noted in it.

Agencies

In cases where it is required by law or if you have approved it, we may need to provide the necessary information to an authority. You are welcome to contact us if you want to know more about what information we can provide to authorities.

Your rights in summary:

To access and move your data: You have the right to request a copy of your stored personal data and to know how the data has been collected, used, and shared. The copy is free, and you can make your request at any time.

Claiming damages:

Should you have suffered damage as a result of your personal data being processed in a manner that is contrary to law, you have the right to claim compensation.

Correcting your information:

You have the right to correct if there is incorrect or incomplete information about yourself. Should you consider that an item is incorrect or misleading, you have the right to request that it be entered in your journal.

To have data deleted:

You have the right to request that your personal data be deleted if it is no longer necessary for the purpose for which the data was collected.

To submit a complaint:

If you believe that we have handled your personal data incorrectly, you have the right to complain to the Swedish Data Inspectorate, which is the supervisory authority in these matters. For example, there may be legal obligations (see below) that prevent us from disclosing, moving parts of your information or that we may not block or delete your information.

Legal obligations:

The legal obligations that may come into question include: The Patient Data Act and other health and medical care legislation, confidentiality legislation, archive legislation and accounting and tax legislation. Should your personal data be stored by us due to legal obligations, they will only be used for the purpose of fulfilling the current obligations.

Important to know about this policy:

You always have the right to know more about the privacy and security regulations that apply to your personal data and how the processing takes place.

All of us who work have a duty of professional secrecy.

What does confidentiality and professional secrecy mean?

The rules on confidentiality and professional secrecy exist to protect the patient's personal integrity. Not disclosing information about the patient to unauthorized persons is an important prerequisite for trust in healthcare.

The duty of confidentiality and secrecy in healthcare is regulated in two different laws, depending on whether the activity is public (general) or private (personal).

For individual activities, Chapter 6 applies. Sections 12-16 of the Patient Safety Act, PSL.

What is meant by confidentiality?

Confidentiality means a ban on disclosing information, whether it is done orally, in writing or in any other way.

This is not just about documented information, but also all other types of information that are of a personal nature. Everything you see, hear, or otherwise find out in the professional practice and which can be regarded as private information about individual patients, or relatives of patients, is covered by confidentiality.

Regarding confidentiality for the protection of individuals in public health care, information about an individual's health condition and other personal circumstances may only be disclosed if it is clear that the person in question or someone close to the individual does not suffer if the information is provided.

For whom does confidentiality apply and for how long?

Confidentiality applies to all staff and to all contractors who participate in the care work. It also applies to administrative staff, staff responsible for technical equipment and interpreters.

Confidentiality also applies to those who, due to their education, participate in care work. However, it does not apply to students who only visit care for study purposes.

Confidentiality applies even after the employment or assignment has ended.