Privacy notice

How Camden's House uses your information when you visit our website or studio, book beauty or wellness services, or buy a product, membership, package or gift.

Who is responsible for your information?

The Big Green Wall Limited, trading as Camden's House, is the data controller. We are registered in Scotland under company number SC772666. Our website is intended for adults. Our management team handles privacy questions, requests and complaints.

Email info@camdenshouse.com or write to Camden's House, Greenacre, Garthdee Road, Cults, Aberdeen AB15 9FX.

Enquiries, bookings and purchases

When you contact us, create an account or book, you or the person arranging the visit may give us your name, contact details, age or date of birth where needed, preferences and messages. Our booking system records appointments and attendance. When you pay, we receive details such as the amount, payment status and refund or payment reference. Our payment providers handle the card or bank details needed for payment.

We use these details to take steps you request before booking and to fulfil our contract with you. This includes arranging appointments, administering memberships and credits, delivering orders, and dealing with payments or refunds. If essential details are missing, we may be unable to complete the booking or purchase.

If someone buys you a gift or arranges a visit for you, they may give us your name, contact details and a message. We use these for our legitimate interest in delivering the gift or arranging the visit. We explain where we obtained your details and provide this notice when we first contact you, or sooner if the law requires. Receiving a gift does not sign you up for marketing.

Wellness visits

If we ask health questions for a wellness service, we ask for your explicit consent to record and use the answers to assess suitability and provide the service. You can discuss sensitive questions in private. If we lack information needed to assess safety, we may have to postpone that service.

Running the studio

Our legitimate interests include answering enquiries, resolving service issues, securing our systems, preventing fraud and using booking reports to improve our services. We limit access to the staff and suppliers who need information for their role. We also keep financial records to meet tax and accounting duties and handle privacy requests to meet our legal duties.

We publish updates here and will draw significant changes to your attention. Other websites we link to have their own privacy notices.

Your beauty consultation and treatment

We keep a private beauty record for customers aged 18 and over. It brings together the following information.

Health questions and your choices

Before a beauty visit we match your form to your booking using your name, email and appointment date. We ask about your goals and any health information relevant to the service, such as allergies, medicines, previous procedures or reactions. You can leave health questions for a private conversation with your therapist.

We ask for your explicit consent to record and use health information to assess suitability, plan and carry out treatment, and give you aftercare. We record your choice separately from your agreement to treatment. If we cannot assess whether a particular treatment is suitable, we may have to postpone or decline it.

What goes in the file

Your therapist records the recommendations discussed, treatment delivered or deferred, areas and settings used, relevant products or reactions, and your post-care advice. For your visits and continuity of care, we keep the dated forms you confirm, the therapist's notes and any later amendments. Authorised beauty therapists, including a colleague covering your visit, and management can access the file. Reception staff have no portal access.

Photographs and skin scans

We ask separately for permission to take and keep private treatment photographs to document an area or compare progress. You can decline. If you choose a skin scan, your therapist explains how its images and results will be used and stored before you decide. We ask for explicit consent where images reveal health information. Any use of an image in publicity needs separate permission.

After your visit

The portal prepares a consultation summary or a post-care email using the advice your therapist recorded. A therapist checks and sends it from beauty@camdenshouse.com and files the message actually sent in your customer record. Private notes and record photographs stay out of these emails. Please tell us if you share an email address or want to agree a different way to receive advice.

A staff list shows which follow-ups are due, when and who handled them. Therapists send and check off the messages. Management uses the list to oversee outstanding work. Your therapist makes the decisions about treatment suitability and recommendations.

Messages, cookies and sharing

When we contact you

We send appointment information and agreed care advice as part of your service. If you ask a therapist to email you about a recommendation in a week's time or on another date, we record what you requested. An invitation to buy a course or book another treatment is marketing.

We send promotional emails or texts with your consent. We may also rely on our legitimate interest in promoting our own similar products or services if you gave us your details directly when buying or discussing a purchase, had a clear opportunity to opt out at the time, and have not opted out. Use the unsubscribe link or opt-out instructions in any promotional message, or contact management.

We may use information such as membership type or ordinary purchases to choose relevant offers. We keep health answers and private treatment images out of marketing and advertising audiences. We ask separately before sharing your details with another business for its own marketing.

Website and email technology

Our website and booking pages use essential cookies for sign-in and checkout. Security logs may record your IP address and browser. With your consent, optional analytics or advertising tools may receive device identifiers and information about pages you visit. We also ask for consent before using email tracking that requires it, such as an invisible image used to detect opens. You can reject optional cookies or change your choices. See the Camden's House Cookie Policy.

Who receives information

We use Zenoti for bookings, accounts and memberships, and providers including Stripe for payments. Hostinger hosts our website, Microsoft 365 handles email, Mailchimp sends campaigns and QuickBooks supports our accounts. We also use online form, IT, private storage and backup providers. Each receives the information needed for its role.

If you choose to register with AlumierMD for skincare, we can help you register and record your registration status. Its own privacy notice applies to its account. We may share relevant information with insurers, advisers, HMRC or other authorities for a claim or legal duty. Payment providers may also have legal responsibilities of their own.

Transfers outside the UK

Some providers process information outside the UK, including in the US. We rely on UK adequacy regulations where they apply. Otherwise, we use safeguards such as the UK International Data Transfer Agreement or the UK Addendum to EU standard contractual clauses. Ask management which countries are involved and for a copy of the relevant safeguards.

Retention and your rights

How long we keep information

Beauty files. The normal retention period is two years from your last attended beauty consultation or treatment. If you submit a pre-consultation form and never attend, we count from your most recent form submission. After your first attended beauty visit, only another attended beauty visit restarts the clock. Wellness appointments, future bookings, cancellations, missed visits and emails leave the expiry date unchanged.

Management reviews the file at expiry and authorises deletion of the profile and its forms, notes, photos and filed emails. We check for copies in our forms system and mailbox. A legal duty or our legitimate interest in bringing or defending a specific claim may require us to keep relevant material longer. We review each hold. We retain health details for a claim only where necessary for that claim. Backups expire on their normal cycle. We reapply deletions if we restore one.

Bookings and accounts. We normally keep ordinary customer and booking records for up to six years after the last booking. We keep the details needed to honour a membership or gift while it is valid. Accounting records, including invoices, are generally kept for six years from the end of the last company financial year they relate to, or longer if legally required.

Other information. We keep enquiries until resolved and for as long as reasonably necessary to deal with related issues. We keep wellness safety records while needed for the service and any specific legal or claims requirement. We review marketing preferences while in use and keep a minimal opt-out record for as long as needed to respect your choice.

Your choices and rights

You can ask for a copy of your information, including your beauty file, ask us to correct it or, where applicable, erase it or restrict its use. We can record a dated correction to a signed form. You can object to uses based on legitimate interests and can always stop direct marketing, including related profiling. Where we use automated processes under consent or contract, you can ask for information you supplied in a portable format.

You can withdraw consent at any time, including for health details or photographs. Email info@camdenshouse.com or, for beauty matters, beauty@camdenshouse.com. Withdrawal applies from that point onwards. We will explain any information we still need to keep and why. We may ask for proof of identity and normally respond to rights requests within one month. If we need an extension, we will explain why within that month.

Raising a concern

Contact management at info@camdenshouse.com or write to the studio address above. We will acknowledge a privacy complaint within 30 days, investigate without undue delay and tell you the outcome. You also have the right to complain to the UK Information Commissioner's Office (ICO).