

BALAYAGE HOUSE LTD

Document name:	Privacy Notice for Customers' Personal Data
Person responsible for the document:	Manager of Balayage House Ltd.
Documents purpose:	This document explains how "Balayage House" Ltd. collects and uses personal data. It contains information about the purposes of "Balayage House" Ltd. in processing the data, the legal basis for this processing, as well as other useful information.
Document availability:	The document is made available to interested parties at an accessible location in the commercial premises of "Balayage House" Ltd., and should also be published on the Facebook page (HOUSE OF BALAYAGE) and the website of "Balayage House" Ltd. (www.houseofbalayage.com).
Version:	1.0 ¹

¹ This document represents the first version of the "Privacy Notice for Customers' Personal Data", having a recommendatory, advisory nature, and is prepared based on information provided by "Balayage House" Ltd. and the current legislation at a specific moment. The processing of personal data involves dynamics and development, therefore, it is good practice for a responsible employee in the Company or an authorized competent person to timely update the information in accordance with the development of business processes and the current legal framework, to maintain documentation that is practically applicable and relevant to the activities of the Company.

PRIVACY NOTICE FOR CUSTOMERS' PERSONAL DATA

1 In the following document we are using a specific terminology, here you can find the meanings:

Used terminology	Meaning
Personal data	Any information related to an identified natural person or a natural person who can be identified ('data subject').
Processing	Any operation or set of operations performed on personal data or sets of personal data, whether by automated means or otherwise, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or another way in which the data become available, arrangement or combination, restriction, erasure, or destruction
Administrator	A natural or legal person, public authority, agency, or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by European Union law or the law of a Member State, the controller or the specific criteria for its nomination may be provided for by European Union law or by the law of a Member State

Electronic document	Every content saved in electronic format
Supervisory Authority	Commission for Personal Data Protection of the Republic of Bulgaria

2. Purpose of the Document

We, "Balayage House" Ltd., with company ID 201104413, located at Sofia, Mladost district, Biznes center Evrotur, Mihail Tenev St. No 12, floor 1, apartment 2, represented by manager Velin Yavorov Dzhidzhev (hereafter referred to as "the Company" or "HOUSE OF BALAYAGE"), acknowledge the importance of understanding how we collect, store, share, and use the information you provide about yourself as our client. Therefore, through this Privacy Notice, we inform you about the processing undertaken and the possibilities for you to exercise control, in accordance with the requirements of European and our national legislation. Please familiarize yourself carefully with this document.

Scope

The information related to your personal data may include (but is not limited to):

- Correspondence via email or through social network/platform/application/electronic contact form;
- Electronic documents;

This information is processed when you take steps to request our hairdressing and cosmetic services (or information about them), when entering into and fulfilling a contract for the purchase and sale of goods from our online store www.houseofbalayage.com, during the period of receiving the respective service / execution of the contract, and for a certain period after their termination.

Recipients

The recipients of this document are all individuals who:

- Make inquiries in connection with the hairdressing and cosmetic services we offer;
- Receive the hairdressing and cosmetic services we offer;
- Make inquiries regarding the goods offered in our online store;
- Purchase goods from our online store.

3. Personal Data We Process

- In the case of using or wishing to use one of the hairdressing or cosmetic services we offer, "Balayage House" Ltd. may process the following personal data: first and last name, telephone number, and email address.
- If you decide to make a purchase from our online store, we will process your full name, telephone number, email address, delivery address, and any other data you choose to disclose to us (for example, by including such information in a "Notes" field or via telephone, email, etc.).
- If you decide to make an inquiry by phone, on our email address (houseofbalayage@gmail.com), on our Facebook/Instagram page (HOUSE OF BALAYAGE), or through the special contact form on our website, we will process your email address, public information from your Facebook/Instagram profile, and the content of your inquiry, which may contain any other data you have decided to disclose to "Balayage House" Ltd. when sending the inquiry/message. When you make an inquiry by phone, we will also process your telephone number.

Please note that some of the personal data you choose to disclose to us when making a purchase from our online store or when making an inquiry as described above may not be relevant to the purposes and scope of processing. When processing your order, as well as analyzing and responding to your inquiry, we will ignore any unnecessary personal data, as we strive at all times to process the minimum amount of personal data and limit ourselves only to those that are necessary for the specific case. Regarding personal data received from you but not relevant to the specific order/inquiry or not needed in connection with processing your order/our response – such data will be deleted within a reasonable period from learning or establishing their existence.

4. Legal Basis and Purposes of Processing Your Personal Data. Consequences of Not Providing Personal Data.

4.1 Legal Basis for Processing

In most cases, the processing of your personal data will be based on one of the following grounds:

- The processing is necessary in order to provide you with hairdressing and cosmetic services or to take steps at your request before providing such services;
- The processing is necessary in relation to entering into and fulfilling a contract for the sale and purchase of goods with you as a client of our online store www.houseofbalayage.com, sending the ordered goods to you, receiving payments, exercising the right to cancel purchased goods, returning goods for exchange, satisfying claims, as well as any other purposes related to the fulfillment of a concluded contract for the sale and purchase of goods with you;

- The processing is provided for in a normative act (for example, in the Accounting Act) or is in fulfillment of a legal obligation (for example, to disclose tax information to a state authority) of "Balayage House" Ltd., in its capacity as a personal data controller;
- The processing is in connection with securing our legitimate interests as a commercial company, and our interests do not conflict with your interests, fundamental rights, or freedoms (for example, our interest in developing and promoting the activity of "Balayage House" Ltd.; in increasing the efficiency of our activities and practices; in protecting our property and security, etc.).

4.2. Purposes of Processing

"Balayage House" Ltd. may process your personal data for the purposes of its commercial relationships with you, for the purposes of providing the requested services, for taking steps to conclude a contract for the sale and purchase of goods, or for the purpose of fulfilling an already concluded contract, as well as for the purposes of establishing, exercising, and protecting potential legal claims. We also process your data for the purposes of conducting financial and accounting activities and in connection with responses to inquiries.

4.3. Consequences of Not Providing Personal Data

Please be aware that if you do not provide us with your personal data, we will not be able to communicate with you, provide you with services, enter into a contract, or establish commercial relationships with you. Consequently, both you and we may be deprived of the opportunity to exercise our rights or fulfill our obligations towards each other concerning the upcoming conclusion of or an already concluded contract. Accordingly, we may be hindered in providing the services you desire.

5 Automated Decision-Making and Profiling

We do not use your data for automated decision-making and profiling.

6 Sources of Personal Data

The data we process, in your capacity as an individual client, will be provided personally by you.

Sometimes we may receive personal data about you from third parties. For example, if you wish to book an appointment for a service we offer through our Facebook page, you will be redirected to the platform www.fresha.com, from which we receive information about your names, telephone, email address, and we may receive other information containing personal data that you have chosen to share in the "Notes" section.

7 Storage of Personal Data

Our general approach is to retain your personal data only for as long as necessary to fulfill the purpose for which it was collected by us or provided by you, including for the required legal period.

For more information regarding our data storage practices, including in relation to our clients' data, you can make an inquiry at houseofbalayage@gmail.com.

8 Categories of Recipients of Your Personal Data

For the purposes listed above, the categories of persons to whom your personal data may be disclosed include you, the sole owner of the capital of "Balayage House" Ltd., employees hired by "Balayage House" Ltd. (abiding by the 'need to know' principle), persons if provided for in a normative act (for example, control bodies and officers of the Ministry of Interior, the personal data protection supervisory authority, etc.), and persons who process data under a contract (for example, providers of accounting services). We do not provide your personal data to persons outside the European Economic Area or to international organizations without your explicit consent.

9 Security of Your Personal Data

We follow reasonable physical, technical, and administrative security standards designed to protect your personal data from loss, misuse, alteration, destruction, or damage, in accordance with the requirements of European and our national legislation.

10 Your Rights

"Balayage House" Ltd. will take steps, in accordance with applicable legislation, to keep your personal data accurate, complete, and up-to-date.

Regarding your data that we process in our capacity as a Data Controller, you have the right to request:

- Access to the data processed by us, receipt of information, as well as correction/removal of inaccurate personal data (including the completion of incomplete personal data, which can be done by signing a declaration on your part);
- Deletion of personal data (your right to be forgotten), applicable only in the following cases:
 - The personal data is no longer needed for the purposes for which it is processed;
 - In case you withdraw your consent for processing (applicable only when the legal basis for processing is consent) and there is no other legal basis for processing;
 - The personal data has been processed unlawfully;
 - Deletion is necessary to fulfill a legal obligation under the law of the European Union or the law of a member state, applicable to the personal data controller;

- You have objected to the processing and there are no legal grounds for the processing that prevail over your interests, rights, and freedoms, or for the establishment, exercise, or defense of legal claims.

Restriction of processing to storage only, when:

- You dispute the accuracy of the personal data, for a period that allows us to verify the accuracy of this data;

The processing is unlawful, but you do not want the personal data to be deleted and instead request a restriction on their use;

We no longer need your personal data for the purposes of processing, but you require them for the establishment, exercise, or defense of legal claims;

You have objected to the processing when the legal basis is "processing necessary for the purposes of the legitimate interests of the controller or a third party," pending the verification whether our legitimate interests as a controller prevail over your interests as a data subject.

- The right to object to the processing of your personal data, when the basis for processing is "processing necessary for the purposes of the legitimate interests of the controller or a third party." We should cease processing if we cannot demonstrate compelling legitimate grounds for the processing that override your interests, rights, and freedoms as a data subject, or for the establishment, exercise, or defense of legal claims.
- The right to lodge a complaint with the Personal Data Protection Supervisory Authority (<https://www.cdpd.bg/>) or to seek protection of your rights in the competent court.

You are informed that you can exercise the above rights by submitting a written request to the following email address: houseofbalayage@gmail.com. The request will be reviewed, and within 1 month of its receipt, "Balayage House" Ltd. will provide you with information on the actions taken in connection with the request. If necessary, this period may be extended by a further two months, taking into account the complexity and number of requests. We will inform you of any such extension within one month of receiving the request, specifying the reasons for the delay.

If "Balayage House" Ltd. does not take action on your request within the aforementioned period, you will be informed of the reasons for this and the possibility of lodging a complaint with a supervisory authority and seeking judicial redress.

You are informed that when submitting a request, if necessary, we may ask for additional data about you, as well as evidence to confirm your identity.

11. Contact Us

If you have any questions or concerns regarding the processing of your personal data, as well as if you need additional information or wish to exercise any of your rights, please contact us at the address: Sofia, Mladost district, Biznes center Evrotur, Mihail Tenev St. No 12, floor 1, apartment 2, or via email at houseofbalayage@gmail.com.

This translation accurately reflects the original document's intent and provides clear information for contacting the company regarding personal data processing inquiries. If you need further translations or have any more requests, feel free to ask.