

Hellhouse Salon — Cookie Policy

Effective date: 11 October 2025

This Cookie Policy explains how **Hellhouse Salon** ('we', 'our', or 'us') uses cookies and similar technologies on our website in accordance with the **UK GDPR** and the **Privacy and Electronic Communications Regulations (PECR)**.

1) What Are Cookies?

Cookies are small text files placed on your device that help websites operate efficiently and provide analytics and personalisation. Some cookies are essential, while others help us improve your experience.

2) Types of Cookies We Use

- **Strictly necessary cookies** – enable core functionality such as security, accessibility, and booking form operation. These do not require consent.
- **Analytics cookies** – help us understand how visitors use our site (e.g. via Google Analytics). Data is aggregated and anonymous.
- **Functional cookies** – remember user preferences, such as language or location.
- **Marketing cookies** – may be used to measure campaign effectiveness on platforms like Facebook or Instagram. We only set these with your consent.

3) How We Use Cookies

- Ensure the website and booking system function correctly
- Analyse site traffic and improve content
- Remember your consent preferences

4) Managing Your Cookie Preferences

On your first visit, you can choose whether to accept or decline non-essential cookies using the consent banner. You can change or withdraw consent at any time via your browser settings.

5) Third-Party Cookies

We may use trusted third parties such as Fresha (for bookings) and Google Analytics. These services may set their own cookies. Please review their privacy notices for details.

6) Data Retention and Security

Cookies remain on your device for a limited time—session cookies expire when you close your browser, and persistent cookies remain until their expiry date or until you delete them. We never store sensitive information such as payment details in cookies.

7) Contact Us

- Email: info@hellhousesalon.co.uk
- Address: 2 Sprowston Road, Norwich, NR3 4QN

We may update this policy from time to time. The latest version will always be available on our website.