

**Eyelash
Extension
Application
Classic Book 1c
Elite Eyelash Extensions**

Elite eyelash
extensions

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www.eliteeyelashextensions.co.uk

This Eyelash Extension Application Classic Book 1c Learning Support Guide (Version 2.0)
has been written solely by Master Lash Stylist Julie Knight.

All images and illustrations have been created by or on behalf of Julie Knight.

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and then Elite Eyelash Extensions since 2017.

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This book is not intended to be used as a standalone training tool.
It does not act as a substitute for professional training with an accredited provider.

Welcome from Julie Knight

This Learning Support Guide is the 3rd of 3 course books. They form part of your suite of learning materials for your Classic Lash Extension Course and should be used with the online content as those videos will help to illustrate the theory and practical elements.

Book 1b covered the lash extension treatments in detail whereas this book covers the boarder components such as Data Protection and treating young people.

You need to study all 3 books in turn before attending your Part 2 session with your tutor. That way, you will gain so much more from your tutored session.



If you have any queries, please contact Julie who'll be only too happy to help you.

Thank you for choosing to develop your professional knowledge and skills with Julie at Elite Eyelash Extensions Training Academy.

Julie Knight

Master Lash Stylist and Trainer
Principal of Elite Eyelash Extensions
Director of JK Beauty Ltd

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extensions

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1. *Sterilisation Methods*

- **Sterilisation** is the **total** removal and destruction of all living micro-organisms.
- **Disinfection** is the destruction or removal of **most** living organisms to safe levels.

They are not the same. Whilst sterilisation will always be preferred, disinfection is sufficient for Lash Practices from cleaning equipment like beds and trolleys to tweezers.

- **Bacteria** exists as single cell living organisms capable of multiplying. They are all around us. Some are harmless whilst others can and do cause harm.
- **Viruses** are minute particles that reproduce inside the living cells of other organisms. They can mutate to form new strains. They are highly infectious and they cannot be treated, i.e. with antibiotics. Some are deadly.
- **Cross-infection** is an infection that is transferred from one person to another.
- **Cross-contamination** is the process where bacteria or other microorganisms are unintentionally transferred from one substance or object to another with harmful effect.

You have a duty to protect your clients, staff and yourself

Your tools need to be cleaned using hot soapy water to remove any soiling that is visible, such as adhesive deposits on the tweezer tips. They should then be sterilised or disinfected. If they are not cleaned first then debris will harm the process.

There are a number of sterilisation and disinfection methods that you can use for your tools and equipment. Here are some examples.

Autoclave

This is considered to be the most effective and reliable **sterilisation** method.

Tools are steamed at high pressure, 140 °C (degrees centigrade) for 3 minutes. Once they are sterilised, you can store them in a UV cabinet.

You need to be trained before you can use an Autoclave and you are required to maintain sterilisation records. Always follow the suppliers instructions on what can be suitably sterilised in an autoclave.

Ultraviolet (UV) Cabinet

This radiation method **sterilises** the surfaces of tools and equipment only.

Follow the manufactures guidelines as you may need to turn the tools once one side is complete.

Glass Bead Sterilizer

Glass Bead Sterilisers have an internal well that is filled with glass beads that can be heated to over 200°C. Small tools like tweezers can be placed carefully with their tips buried the beads. The area that is in contact with the beads will be sterilised in under a minute.

They should be used with care as the tools will be very hot when you attempt to remove them. They can also cause discoloration and distortion to metal instruments.

Liquid Chemicals and Disinfectants

Barbicide is a popular disinfectant solution that requires dilution to a specific level before use. The solution needs to be refreshed daily to be effective.

Place the tweezers gently in the Barbicide jar to prevent wear or damage to the tips. You can place a fresh cotton pad at the bottom of the jar to protect them Do not leave your tweezers in the solution for days as they will start to rust.

Dry your tweezers thoroughly with a fresh paper towel and store them in sterile conditions until you need to use them. Do not replace protective caps or sheaths on the tips if they have been used on unsterilized tweezers as the internal cavity it contaminated.

If you are mobile and seeing clients one after the other, you will need an effective system to house both your sterile and soiled tools so you don't mix them up or contaminate fresh pairs.

Other considerations

You must employ rigorous standards of cleanliness with your working environment and equipment. Treatment room walls, floors, work surfaces, doors, handles, beauty couches and trolleys should be sanitised regularly with a disinfectant. This should be used in line with its instructions of use with consideration to the equipment's own care instructions. Often non-abrasive soft cloths are recommended to prevent surface abrasions that could compromise the product.

Towels, couch covers and headbands should be fresh for each client. They should be laundered at a minimum temperature of 60 degrees centigrade and dried quickly.

Items that are intended for one use only such as microbrushes and couch roll should be discarded appropriately after use.

There is more about managing clinical waste in the Health and Safety Chapter.

Additional Training

[Barbicide](#) offer a FREE online course with certification. It takes an hour to complete.

[Beauty Industry Approval](#) offer a FREE Hygiene in the Workplace Course. It takes 15-20 minutes to complete.

[Guild of Beauty Therapists](#) COVID-19 Infection Prevention and Control - Beauty Salons online course with Certification. Free to Guild Members (currently compulsory for Insurance requirements with them).

2. Personal and Salon Hygiene

Personal Hygiene

You should take pride in your personal appearance and standards of hygiene as it reflects of your professionalism. Your outward appearance should be clean and smart.

- Bath or shower daily (at least)
- Use an anti-perspirant deodorant
- Hair should be neatly groomed and longer hair tied back
- Nails should be smoothly filed and be both short and clean
- Teeth should be cleaned twice a day and your breath smelling fresh
- Control strong smells that can come from food, drinks and smoking
- Makeup should be minimal and fresh
- Jewellery should be minimal to avoid harming your client and your equipment
- Uniform should be laundered at a minimum of 60 degrees centigrade, pressed and suitable for the tasks you are performing. It is usual for a beauty tunic to be worn. Short sleeves are preferable so they stay away from your client and treatment
- Skirts should provide modest cover when you are seated or bending over
- Sensible and comfortable fitting flat shoes are advisable
- Your fragrance should be light and not overpowering
- Cuts or abrasions should be covered with a good quality waterproof dressing that's changed regularly to prevent infection or cross-infection

Hand and Wrist Washing

You should wash your hands and wrists before and after your contact with each client. Wash them thoroughly for at least 20-30 seconds. Guidelines advise to:

1. Wet your hands and wrists under running warm water.
2. Dispense 3-5ml of liquid soap into your cupped hands.
3. Rub palms together to create a lather.
4. Rub right palm over the back of the left hand with interlaced fingers and vice versa.
5. Rub palm to palm with fingers interlaced to clean between fingers.
6. Rub back of fingers to opposing palms with fingers interlocked.
7. Rotationally rub left thumb clasped in right palm and vice versa.
8. Rotationally rub backwards and forwards with clasped fingers of right hand in left palm and vice versa to clean fingertips.
9. Rinse hands with warm running water.
10. Dry thoroughly with hot air or a paper towel. Dispose of the towel without touching the bin. Do not drip dry. Avoid towels as they harbour germs.

11. Use elbows or the paper towel to turn taps off to prevent re-contamination.
12. Hands are now clean enough for the purposes of treating.



HOW TO WASH YOUR HANDS

PROTECT YOURSELF AND OTHERS AGAINST INFECTIONS



WET HANDS



APPLY SOAP



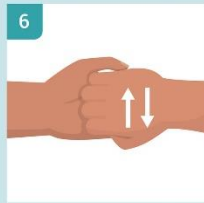
RUB HANDS
PALM TO PALM



LATHER THE BACKS
OF YOUR HANDS



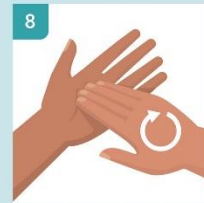
SCRUB
BETWEEN YOUR FINGERS



RUB THE BACKS
OF FINGERS ON
THE OPPOSING PALMS



CLEAN THUMBS



WASH FINGERNAILS
AND FINGERTIPS



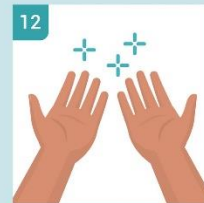
RINSE HANDS



DRY WITH
A SINGLE USE TOWEL



USE THE TOWEL
TO TURN OFF THE FAUCET



YOUR HANDS ARE CLEAN

APPLICATION OF HAND SANITIZER



APPLY THE PRODUCT ON
THE PALM OF ONE HAND



RUB HANDS TOGETHER



COVER ALL SURFACES
UNTIL HANDS FEEL DRY
(20 SEC)

If you are offering a mobile service in your client's home, you should try to find a way to wash your hands thoroughly. Otherwise, you can use hand sanitiser that's left to dry naturally on the skin that prevents micro-organisms growing. It does not remove dirt or soiling so if your hands are visibly soiled the sanitiser alone will not suffice.

Other considerations

Refrain from treatment practices that are unsanitary. These are some common ones. . .

Placing lash strips to the back of the hand.

This is not sanitary. Even the most stringent hand cleansing will not stop dead skin and other contaminants being picked up on its sticky strip. Most of the lashes will not be used and it's not sanitary to place them back in their lash trays with other lash strips.

De-tacking tape on skin

It's often advisable to 'de-tack' some surgical tapes as it is often too sticky to be used on delicate skin. Do not place it on your own hand - or your clients. Use a sanitised surface like a lash tile and place the tape on it and lift it 2 - 3 times to reduce the tackiness.

Using finger nails to isolate lashes

Some therapists use their long finger nails to move lashes away from one they're about to treat. This is not sanitary. Use your sterilised or disinfected tools, not your nails.

Salon Hygiene

Your salon and treatment area should be prepared for your client's arrival. It's a reflection on you and your business and should be clean and tidy. The layout of your treatment area should be designed to prevent the spread of infection and prevent injury or harm.

Some simple ways are:

- Ensure walls, doors and floors are easy to clean. A solid floor like tiled or laminate are preferable to a carpeted floor that's harder to clean and tends to hold moisture
- Furniture should be made of solid, scratch resistant materials that are easy to clean
- Soft furnishings such as chairs, stools and couches should also be easy to clean
- Hot and cold water washing facilities should close and readily available
- Paper towels or hand dryers are better than towels that get reused
- Toilet facilities should be readily available and kept clean and checked regularly
- There should be space designated to store products so they're not a trip hazard
- Implement a 'clutter free' rule so products and equipment have their place
- Never allow food to be consumed in your treatment areas. This should only be in designated rest areas set aside for this purpose.
- Do not allow animals or items that are not clean in the salon or treatment room

3. *Health and Safety*

Under Health and Safety laws, the duty of care lies with the therapist. This is you. If you have any doubts about your client's safety and wellbeing, the treatment should be stopped or not offered.

We will now cover the relevant health and safety legislation governing our practices.

The Health and Safety at Work Act 1974

This is the primary legislation covering occupational health and safety in the United Kingdom. Every work space must be safe for employees and for anyone else entering the premises.

Employer's duties

Every employer must ensure the health, safety and welfare of their employees at work. This duty extends to the provision of systems of work that are safe and without risks. They should also provide information, instruction, training and supervision, so far as is reasonably practicable. This also extends to those who may be affected who are not in their employment.

Employee's duties

Employees must co-operate with the employer to enable them or any other person to comply with their duties, so far as is necessary.

Every employee has a duty to take reasonable care for their own health and safety and of other persons who may be affected by their acts or omissions whilst at work. They must report hazards or issues immediately.

The Health and Safety Executive (HSE) is responsible for enforcing the Health and Safety at Work Act 1974 and a number of other Acts and Statutory Instruments relevant to the working environment

The Management of Health and Safety at Work Regulations 1999

This reinforces the Health and Safety at Work Act 1974. Employers should make formal arrangements for maintaining and improving safe working conditions and practices. This includes competency training and risk assessments.

There should be a **Health and Safety framework or policy** in place to ensure the maintenance of a safe working environment and a commitment to it. Suitable and sufficient **risk assessments** are required to be made for the health and safety of all employees and other people arising from company's operations.

A risk assessment is the consideration of what could cause harm so that you can consider whether precautions (reasonable control measures) should be implemented to prevent harm. Part of the control measure may be providing training or instruction to raise competence.

Risk Assessments should be documented and updated when there the risk level changes. They should also be reviewed at least annually and this fact recorded.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

RIDDOR puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses).

Employers have a responsibility to report serious incidents to the relevant enforcing authority (Health and Safety Executive). This is where the following occurs; death, major injuries, accidents resulting in injuries lasting over three days, diseases, dangerous occurrences and gas incidents. Minor matters should be recorded in the organisations accident reporting book or relevant system.

The Health and Safety (First-Aid) Regulations 1981

Employers have a legal duty to make arrangements to ensure their employees receive immediate attention if they are injured or taken ill at work. This is regardless of whether it is caused by their work. They must receive immediate attention and an ambulance called in serious cases.

You should have a **First Aid kit** that is always fully stocked and to hand on your premises that's periodically checked. It should include an eyewash bottle.

There should be at least one 'Appointed Person' on hand to take charge in an emergency. They must hold a valid HSE approved basic first aid qualification. The numbers should be assessed according to the needs of the organisation, e.g. more trained First Aiders will be required for larger organisations.

You can find training providers at www.hse.gov.uk

Remember, First Aid can save lives

Manual Handling Operations Regulations 1992 (MHOR) as amended

This is relevant to prevent muscular and skeletal disorders wherever manual lifting occurs. The employer should undertake a risk assessment for all activities involving manual lifting. They should comply with the risk assessment requirements set out in the Management of Health and Safety at Work Regulations 1999 as well as the requirement in the Manual Handling Operations Regulations 1992. These regulations set out a hierarchy of measures to reduce the risks of manual handling by;

- Avoiding hazardous manual handling operations so far as reasonably practicable, or
- Assessing any hazardous manual handling operations that cannot be avoided, or
- Reducing the risk of injury so far as reasonably practicable.

Health And Safety (Display Screen Equipment) Regulations (1992)

Employers must protect workers from the health risks of working with display screen equipment (DSE) such as PCs, laptops, tablets and smartphones. These Regulations apply to workers who use DSE daily, for an hour or more at a time. This specifies the

acceptable levels of radiation emissions from screens as well as identifying the correct posture and the number of rest periods.

Personal Protective Equipment at Work Regulations 1992 (PPE)

Employers have a duty to identify activities that require PPE and provide it. PPE is intended to be worn or held by a person to provide the necessary protection against the risks to their health and safety that cannot be controlled adequately by other means. It can include gloves, eye protection and respiratory protective equipment (RPE).

Using Face Masks

A face mask is an essential part of your Personal Protective Equipment when performing lash extension treatments.

In terms of hygiene, you're facing your clients face as you lean over to treat their lashes and on average, you're less than a foot in length away from theirs.

You are also using adhesive and the vapours from its liquid form can cause irritation to the nose, throat and respiratory tract.

At the very least, you need an FFP3 or N95 face mask (or higher grade) and not a surgical mask as this offer no protection from the vapours from the adhesive.

Use a new one regularly in line with the supplier or manufactures' guidelines.

They will not afford total protection so adequate ventilation in your workspace is essential. The best solution is to install a Source Capture Ventilation Unit that extracts the vapours from the adhesives.

HOW TO WEAR A MASK

PUTTING ON

Wash hands with soap and water

Remove the mask from the bag by the straps

Fully cover mouth, nose, and chin

Adjust to remove any gaps

TAKING OFF

Wash hands

Use the straps to pull it away from your face

Store in a clean, resealable plastic bag if not dirty or wet

Wash hands

CARE

If worn before, inspect for damage/dirt

Wash cloth masks with hot water and soap/detergent at least once a day



Adapted from WHO guidance

Provision and Use of Work Equipment Regulations 1998 (PUWER)

This Regulation requires that all work equipment is suitable and safe for its intended use. It must be maintained and inspected as required. For example, if your beauty couch is height adjustable, check that fixings (as pictured), haven't worked loose from constant use.

Adequate training or instruction should be given before all work equipment is used along with any necessary measures, i.e. PPE such as protective gloves or headgear.



Cosmetic Products (Safety) Regulations (2008)

These regulations require that cosmetics and toiletries are safe for their intended purpose and comply with labelling requirements.

Important Note

There has been a growing trend in the Lash Industry where Lash Artists have created their own lash cleansers using diluted Baby Shampoo. This is against the law (covered by this legislation). Baby Shampoo was never designed or intended for lash cleansing. In addition, you can't sell this solution to clients! You will not be insured and you leave yourself vulnerable should a claim be made against you.

Regulatory Reform (Fire Safety) Order 2005

All premises should be safe from fire. This means that **adequate provision to deal with a fire should be available** like fire extinguishers and fire blankets. These must be checked regularly and maintained accordingly.

In addition, staff should be aware of their duties in case of a fire and should receive adequate training on the use of firefighting equipment and how best to use them.

Notices should be clearly displayed to inform people of what to do in case of a fire. Staff should be aware of the location of fire alarms, firefighting equipment, nearest exit and assembly points so they can be accounted for.

The Electricity at Work Regulations 1989

Electrical items are potentially hazardous and should be used and maintained properly. These regulations require that precautions (reasonable and practicable steps) are taken to guard against the risk of death or injury from electricity or the use of electrical equipment. This requires the implementation of a systematic and regular program of maintenance, inspection and testing to ensure it is safe to use. This is known as **PAT testing** (portable appliance testing).

Everyone should be fully trained on a piece of equipment before using it. If any equipment is thought to be faulty or unsafe, they should stop using it immediately and they must report the problem to a manager. The equipment should be clearly marked as faulty to avoid it being used by others until the problem has been corrected.

Control of Substances Hazardous to Health (COSHH)

COSHH regulations cover the essential requirements for controlling exposure to hazardous substances and for protecting people who may be affected by them.

A substance is considered to be hazardous if it can cause harm to the body. It poses a risk if it is inhaled, ingested, in contact with the skin or absorbed through it, injected into the body or introduced through cuts. Substances can include chemicals, products containing chemicals, fumes, dusts, vapours, mists, nanotechnology, gases and asphyxiating gases and biological agents (germs).

If the packaging has any **hazard symbols**, it should be treated as a hazardous substance.

COSHH substances include:

- Those used for treatments like adhesive, debonder and primer
- Those used for cleaning like Barbicide and disinfectants.



Some golden rules:

- Always follow the manufactures instructions on use and storage.
- Never use more than is required.
- Do not mix chemicals.
- Do not decant into other containers. Retain in their original packaging.
- Use them only for their intended purpose.
- Wear the appropriate PPE when handling or using.
- Keep the Safety Data Sheets (SDS) in an accessible place (preferably online).

COSHH Assessments

You should carry out a COSHH assessment to identify all chemicals, products or other substances which could cause harm.

1. Check the ingredients and instructions of all products to see what they contain and ensure they are packaged and stored in accordance with relevant instructions. If the product could cause harm, it should be listed on your COSHH assessment, together with what the risk is and who is at risk from it.
2. That done, decide on the level of risk and how to minimise it. Exposure may be inhalation, skin absorption or ingestion. These should inform your considerations when developing control measures. These could be to:
 - Replace high risk products with lower risk ones where possible
 - Keep COSHH items away from places that are accessible to the general public, even momentarily
 - Ensure that its packaging is in good order and properly closed immediately after use
 - Set a requirement to wear relevant Personal Protective Equipment

Further reading: Available from the Health and Safety Executive: [Hazardous substances at work: A brief guide to COSHH](#)

Role of Environmental Health Officers

Environmental Health Officers public sector employees who are responsible for protecting public health that's enabled with legislation as they have enforcement powers. They focus on prevention and investigation and one of their many tasks include inspections, i.e. beauty salon.

Consumer Protection Act (1987)

This Act aims to protect the customer from unsafe or defective services or products. All staff should be trained in using and maintaining products.

Sale and Supply of Goods Act (1994)

Goods must be as they are described and of satisfactory quality. They should be fit for purpose and safe for use. It is the responsibility of the retailer to correct a problem where the goods are not as described.

Trade Descriptions Acts (1968 and 1972)

These Acts prohibit the use of false descriptions of goods or services. Information must always be accurate, false comparisons and misleading price comparisons must not be made. A product may not be described as being of a 'reduced' price if it has not been available at the higher price for a minimum of 28 days.

The Equality Act 2010

The Equality Act 2010 brought a number of laws together in one place for ease of use. It sets out the **personal characteristics** that are protected by the law and the behaviour that is unlawful. The protected characteristics are:

- | | | |
|-----------------------|--------------------------------|----------------------|
| ▪ Age | ▪ Marriage & Civil Partnership | ▪ Race |
| ▪ Disability | ▪ Pregnancy & Maternity | ▪ Religion & Belief |
| ▪ Gender Reassignment | | ▪ Sex |
| | | ▪ Sexual Orientation |

No one is allowed to **discriminate, harass or victimise** another person because they:

- Have any of these protected characteristics, or
- Are perceived to have one, or
- Are associated with someone who has

Direct discrimination means treating one person worse than another because of a protected characteristic.

Indirect discrimination means putting in place a rule, policy or way of working that has an impact that is worse for someone with a protected characteristic. This is when compared with someone without one when it cannot be justified objectively.

Harassment includes unwanted conduct that's related to a protected characteristic with the purpose or effect of violating someone's dignity or creating a hostile, degrading, humiliating or offensive environment.

Victimisation is treating someone unfavourably because they have taken (or might be taking) action under the Equality Act or they are supporting somebody who is.

How this could affect you

Your premises must enable access for wheelchair users. People with disabilities have the same rights of access to services as people without protected characteristics. Service providers have an obligation to make reasonable adjustments to premises or to the way they provide a service. Sometimes it's a minor change to make a service accessible. What is considered a reasonable adjustment for a large business such as a bank, may be different from what is a reasonable for a small salon. It's about what is practical in the service provider's individual circumstances and what resources the business has.

Businesses will not be required to make adjustments that are unreasonable because they are unaffordable or impractical.

Environmental Protection Act 1990 and Controlled Waste Regulations 1992

Clinical waste that's contaminated with human tissue being bodily fluid, blood and excretions, may pose a risk of infection. It **can't** be disposed of in the 'general waste'.

Registered waste carriers must be used to collect and dispose of clinical waste. It's incinerated at high temperatures as directed by this legislation.

Contact your local authority (Council) for further guidance and details of waste carriers.

TheMusicLicence

Under The Copyright, Designs and Patents Act 1988, permission is needed from the relevant copyright holders (music creators) to play music in public.

If you play or perform music at your business or organisation's premises, you will usually need TheMusicLicence. Obtaining TheMusicLicence gives you this permission, in relation to the vast majority of commercially available music.

TheMusicLicence is issued by PPL PRS Ltd. This is a joint venture between PPL (Phonographic Performance Ltd) and its fellow music licensing company PRS for Music (Performing Right Society).

In the past, businesses had to obtain a licence from PPL who represent performers and record companies and another from PRS for Music who represent songwriters, composers and music publishers. For simplicity, they formed PPL PRS Ltd to offer a single licence, being TheMusicLicence.



There's more information for Beauty Salons [here](#). Contact them to [apply](#).

Data Protect Act 2018 (DPA)

The DPA is a national law in the United Kingdom which complements the European Union's General Data Protection Regulation (GDPR) and replaces the Data Protection Act 1998. This deserves a Chapter all of its own!

4. *Data Protection Act 2018*

Think about the data that businesses and organisations hold about you and how you want that to be protected and treated in the right way. . .

The Data Protection Act (DPA) sets out a legal framework to empower individuals to take control of their personal data. It was amended by regulations under the European Union (Withdrawal) Act 2018 in January 2021 to reflect the UK's recent status outside the EU. Some key terms are:

Personal Data

Any information relating to an identified or identifiable living individual.

Special Category Data

This generally relates to ethnic origin, race and beliefs but it applies to our industry as it includes health data.

We ask health related questions to identify contra-indications during our consultations. This is to determine whether a client is suitable for treatment. This personal data needs more protection because it's sensitive.

Identifiable Living Individual

A living individual who can be identified, directly or indirectly, in particular by:

- A name, an identification number, location data or an online identifier; or
- Factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual

Processing

In respect of what you do with the information, such as:

- Collect, record, organise, structure or store,
- Adapt or alter,
- Retrieve, consult or use,
- Disclose by transmitting, dissemination or otherwise make available,
- Align or combine, or
- Restrict, erase or destroy.

Data subject

The identified or identifiable living individual to whom personal data relates.

Controller and Processor

Controller means the natural or legal person who alone (or jointly with others) determines the purpose and means of the personal data processing.

Processor means the natural or legal person who processes personal data on behalf of the controller.

Filing System

Any structured set of personal data which is accessible according to specific criteria, whether held by automated means (computer) or manually (paper records).

General Data Protection Regulation (GDPR)

The GDPR is Europe's data privacy and security law went live in May 2018. It was drafted and passed by the European Union (EU) and imposes obligations onto organizations anywhere if they target or collect data relating to people in the EU. The UK was committed to maintaining the high standards of the GDPR and the government has incorporated it into UK law (the UK GDPR) alongside the Data Protection Act 2018.

7 Principles

The UK GDPR sets out **7 principles** that should lie at the heart of your approach to processing personal data. These are:

1. Lawfulness, fairness and transparency

You must identify (have) a lawful basis (reason and necessity) to process (use) personal data. You must determine your lawful basis **before** you begin processing, and you should document it. Your **privacy notice** (policy) should include it and the reason. It's good practice to make this readily available on your website (if you have one), otherwise as a policy on your social media (perhaps a Highlight on Instagram or a File on Facebook) and it should be accessible in your salon or treatment room.

If you are processing **special category data** you need to identify a lawful basis for general processing **and** an additional condition for processing it.

To be specific: You have a lawful basis for processing a client's data as you're providing a service. You therefore have a **contract** with them. You need to process their personal data to comply with your obligations under the contract. In order to treat, you need certain medical/health details to ensure that it's safe to treat. This is the additional condition. You need to keep records of your consultation and treatment plans in the interest of safety and protection for you and your client. An example is where someone makes a claim against you for malpractice or negligence.

Note: If someone doesn't want to provide their personal data, you can't treat them.

The UK's relevant supervisory authority is the [Information Commissioners Office](#) (ICO). They have a FREE [Privacy Notice Template](#) that you need to download and complete BEFORE asking for any personal data.

2. Purpose limitation

You must be clear about what your purpose (reason(s) for processing are from the outset, and record it.

3. Data minimisation

You must ensure that the personal data you're processing is:

- Adequate – sufficient to properly fulfil your stated purpose,
- Relevant – so it has a rational link to that purpose, and
- Limited to what is necessary – you do not hold more than you need for that purpose.

4. Accuracy

You should take all reasonable steps to ensure the personal data you hold is not incorrect or misleading as to any matter of fact.

You may need to keep the personal data updated, although this will depend on what you are using it for.

If you discover that personal data is incorrect or misleading, you must take reasonable steps to correct or erase it as soon as possible.

You must carefully consider any challenges to the accuracy of personal data.

5. Storage limitation

You must not keep any personal data for longer than you need it. This will depend on your purposes for holding the data and should be recorded as a policy. That policy could be how long your insurer requires you to retain it should a claim be made. This is usually 7 years. Some insurers may advise to hold it for longer if you have specific concerns about an individual. You will need to confirm with your provider.

You should review the data you hold periodically and erase or anonymise it when you no longer need it.

Individuals have a right to erasure if you no longer need the data. You must carefully consider any challenges to your retention of data.

6. Integrity and confidentiality (security)

You must ensure that you have appropriate security measures in place to protect the personal data you hold.

7. Accountability

You need to take responsibility for what you do with personal data and how you comply with the other principles. You must have appropriate measures and records in place to be able to demonstrate your compliance.

If you fail to comply with these principles, you are liable to substantial fines of up to £17.5 million, or 4% of your total worldwide annual turnover - whichever is higher.

Individuals Rights

The UK GDPR provides the following rights for individuals:

1. The right to be informed

Individuals have the right to be informed about the collection and use of their personal data. You must provide information including: your purposes for processing their personal data, your retention periods and who it will be shared with. This is called 'privacy information'. You must provide privacy information to individuals when you collect their personal data from them.

The information you provide must be concise, transparent, intelligible, easily accessible, and it must use clear and plain language. See the 1st Principle about Privacy Notices.

You must regularly review and update your privacy information.

2. The right of access

Individuals have the right to access and receive a copy of their personal data. This is known as a **Subject Access Request**. Individuals can make their request verbally or in writing, including via social media and a third party can also make a request on someone's behalf. In most circumstances, you cannot charge a fee to deal with a request.

You should respond quickly and within one month of receipt of the request and provide the information in an accessible, concise and intelligible format in a secure way.

If you receive one, there's a step by step guide and example on the ICO [website](#).

3. The right to rectification

Individuals have a right to have inaccurate personal data rectified or incomplete information made complete. They can make a request for rectification verbally or in writing and you have one calendar month to respond to a request.

4. The right to erasure

Individuals have a right to have personal data erased in certain circumstances. This is known as 'the right to be forgotten'. They can make a request for erasure verbally or in writing and you have one month to respond to a request.

Note: If a client's asks for this, you can't continue to treat. If a former clients asks for this, you need to advise them of your retention policy, e.g. 7 years and why, e.g. retention is a requirement of your insurance provision.

5. The right to restrict processing

Individuals have the right to request the restriction or suppression of their personal data in certain circumstances. You'll only be permitted to store the personal data, but not use it. They can make a request for restriction verbally or in writing and you have one calendar month to respond to a request.

6. The right to data portability

The right to data portability allows individuals to move, copy or transfer personal data from one IT environment to another in a safe / secure way without affecting its usability.

7. The right to object

Individuals have the right to object to the processing of their personal data in certain circumstances. They have an **absolute** right to stop their data being used for direct marketing.

You **must** tell them about their right to object. They can make an objection verbally or in writing and you have one calendar month to respond to an objection.

8. Rights in relation to automated decision making and profiling.

If you carrying out solely automated decision-making that has a legal or similarly significant effects on them, you can only do so in certain circumstances.

Data Breaches

You should ensure that you have robust breach detection, investigation and internal reporting procedures in place. All organisations have a duty to report certain personal data breaches within 72 hours of becoming aware of it (where feasible) to the [ICO](#).

If the breach is likely to result in a high risk of adversely affecting individuals' rights and freedoms, you must also inform those individuals without undue delay.

You must also keep a record of any personal data breaches, regardless of whether you are required to notify.

Data Protection Fee

Every business, organisation or sole trader who processes personal information needs to pay a data protection fee to the ICO, unless they're exempt. You should also re-register every year. It's £40 for small businesses. You can check to see if you're exempt by completing a short [online self-assessment](#).

5. *Professionalism*

As a professional in the beauty industry, you will be expected to uphold the highest standards of professional behaviour and conduct as to be expected of our industry. You will reap the rewards for this approach. You will earn client loyalty and gain and maintain two way professional respect with your colleagues in beauty and other industry professionals.

Consider joining a professional association that represents you and your industry. There are a range of benefits in doing so. It demonstrates your commitment to professionalism whilst offering insurance and additional professional support such as legal advice and topical industry news.

Some insurers act as trade bodies like [The Guild of Beauty Therapists](#) or [Babtac](#) (British Association of Beauty and Cosmetology).

You can join the [British Beauty Council](#) for FREE and receive regular industry updates by email.

You can also join [HABIA](#) (The Hair and Beauty Industry Authority) for a fee. They're recognised by government as the Standard Setting Body (SSB) for the hair, beauty, nails, spa and aesthetic sectors.

6. *Code of Ethics*

This is relevant to students who are seeking membership and insurance from Guild of Beauty Therapists.

The Code of Ethics is provided to advise members of what is acceptable practice. It is intended to ensure that the public are protected from improper practices and to establish and maintain proper standards of behaviour by members of the Guild of Professional Beauty Therapists Limited.

The Directors of The Guild of Professional Beauty Therapists Limited reserve the right to consider any form of professional misconduct which may be brought to their attention, even though such misconduct may not appear to come within the scope or precise wording of any of the rules set out in the Code of Ethics. Applications for all categories of membership are accepted on the understanding that members will adhere to the restrictions defined in the Code of Ethics.

Applications which are made in contravention of the Code of Ethics will be considered to have been made under false pretences.

Definitions

'Members' refers to all categories of membership of The Guild of Professional Beauty Therapists i.e. Full Members, Associate Members, Student Members and Overseas Members.

The Feminine shall include the Masculine.

Code of Ethics

- Members are obliged to uphold the dignity of the profession and shall conduct themselves in conformity with good taste and professional decorum
- Members agree to act honourably towards their clients and fellow practitioners
- Members agree to maintain the confidentiality of their clients at all times
- Members must refrain from criticising the work of fellow practitioners
- Members must not undertake treatments which are beyond the scope of their professional training. Members who do not hold a relevant medical qualification must advise clients to consult a medical practitioner in such cases
- Members must not treat any client for a condition which, to her knowledge, is at the time under the care of a medical practitioner without the knowledge and consent of that practitioner. Members should enquire before treating a client for the first time if the client is under the care of a medical practitioner
- Members must not give injections or prescribe pills, ointments or lotions which should be prescribed by a medical practitioner
- Members must not engage in activities which are illegal or immoral. Members must not work in, or be associated with establishments which offer services which are illegal or immoral

Breach of the code

Any breach of The Code of Ethics may be deemed professional misconduct. The Directors of The Guild of Professional Beauty Therapists reserve the right to suspend or terminate membership of the individual or group of individuals in such cases. The decision of the Directors in such cases is final.

All certificates, badges, signs and publicity materials remain the property of The Guild of Professional Beauty Therapists Limited and must be returned on termination of membership.

Reference: www.beautyguild.com on 25th August 2016

7. *Treating Young People*

A young person is someone under the age of 16 and in some cases, 18.

Check for any specific definition with your insurance provider.

A young person may ask for services or their parents / carers on their behalf. It's important to consider if it's safe, professional, appropriate, moral or ethical to treat them.

Moral and ethical considerations could be if the treatment sought would constitute the sexualisation of that young person and unnecessary commercialisation from them.

There are other factors that you need to consider:

- Explore whether there are any guidelines or legislation like local bye laws that concerns with the welfare and safety of children.
- Consult with your insurer to ensure that you're covered to treat young people.
- If you're insured to treat and decide to do so, you'll need the informed consent of the young person and that of their parent or carer too. The young person must be able to understand:
 - What the treatment is
 - How it's done
 - Give informed consent (covered in Book 1b, Chapter 6, Part b)
 - Understand the risks
 - Understand the treatments necessary 'after care'
- You need to satisfy yourself that the young person is not being coerced into having a treatment done from someone like their parent or carer. If there's any indication that this may be the case, **do not** treat them. **Do not** submit to pressure or coercion from those trying to secure treatment for the young person. You are not obligated to treat anyone. If they go elsewhere, that's on them – not you.
- Young people need to be accompanied by an 'appropriate adult' whilst being treated. You should never be alone in the same room with someone under the age of 16. This does not necessarily have to be their parent or carer but it should be a responsible adult who has the young person's best interests at heart. This is for their protection **and** yours.
- Do not offer an appointment during school times as you'll inadvertently condone their truancy. In England and Wales, young people are now required to stay in school, training or workplace training until they are 18 years old as the school leaving age was raised in 2013.

8. Insurance

You need insurance cover **BEFORE** treating clients. You will usually require three forms:

Product Liability

Offers cover for retailing products such as those that support the aftercare of your treatment. This could be lash cleansers or makeup remover. A claim may be made against you where the bottle leaks and causes damage to your client's property.

Ensure that your products for treatment and retail are purchased from reputable suppliers who comply with regulations. This also applies to those trading outside the UK and Europe. If they are not compliant, it is unlikely that you'll be afforded protection by your Insurer.

Public Liability

This would cover you as a therapist where clients suffers an injury or damage to their property as a result of an issue in your treatment room or salon. A claim may be made against you where your client falls off your beauty couch and sustains an injury.

Treatment Liability

This would cover you for claims where clients allege that your negligence caused injury. For example, the eye pads caused abrasions on the surface of the eye (sclera).

Obtaining insurance

You will need to apply for Insurance cover to perform your Case Studies as a student. This can usually be offset when you apply for your full Insurance cover once you have successfully completed your course. A Certificate is required to evidence your qualification when you apply.

Note: There may be time limits on student cover. You need to research the requirements from the respective bodies who accredit your course.

Your course is accredited by 2 bodies. The Guild of Beauty Therapists and Lash Inc. They both offer £6 million product, treatment and liability cover.

The Guild of Beauty Therapists



To apply, visit www.beautyguild.com and click 'membership & insurance' or call free on 0800 288 9493. Quote reference number **10625** to receive a small discount.



Lash Inc



To apply, visit www.balens.co.uk and click 'Beauty Therapists' or call free on 01684 580771. Quote reference **Lash 14** to receive a small discount.

As you have decided to train with a Lash Inc accredited training provider, you can now read Lash Inc Journal for free for 1 year by registering [online](#).

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Teaching is included in this package as standard, however, if you are delivering your own qualification, have over 20 students or a turnover in excess of £20,000 per annum, you may need a Training School policy.

Please quote Lash14 for your 10% premium discount on your Training School policy

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Lash Inc for the industry

Telephone: 01684 580 771
Web: www.balens.co.uk
Email: info@balens.co.uk

Balens Ltd is Authorised and Regulated by the Financial Conduct Authority

9. Student Services

Ongoing Support

I believe that taking any course in any industry is just the start of a journey. That's why all my students are offered lifelong advisory support by phone or email after they qualify. If I feel that a student needs more training or coaching, I will guide accordingly.

Student Discount

I've been building a range of products based on years of continual research and testing. I've teamed up with a Green Queen to grow my eco-range, revise my sustainability strategy and seek Cruelty Free and Vegan Friendly status.

Students receive 20% off products in our [online store](#)

Code: STUDENT20

This is for each student's personal use only. Academies receive a more discount on qualifying orders. Enquire for details.

www.instagram.com/elitelashproducts



Lash-Ed™ magazine

Lash-Ed is a must have educational, motivational and inspirational lash, business, wellbeing and safety [magazine](#) that keeps you up to date on the latest trends. It's dedicated to lash stylists, trainers, suppliers and enthusiasts worldwide! It's created for our industry, by our industry. Lots of content, amazing writers and limited adverts as it's all about sharing the lash love ♥

Available in our [online store](#) - use your discount!