

PRIVACY POLICY

Last updated: July 2026. Drafted around the Data Protection Act, 2019 (Kenya).

1. The short version

Your health is private and we treat it that way. We collect only what we need to care for you, we never sell your information, and your nail photos are never shared without your written consent.

2. Who is responsible for your data

Jada Nail Clinic is the data controller for personal information collected at the clinic and through jadanailclinic.com. Contact for privacy matters: info@jadanailclinic.com.

3. What we collect

- Contact details: name, phone number, email, and messages you send us, including on WhatsApp.
- Health information: your nail condition, relevant medical history, treatments provided, and progress notes. Under the Data Protection Act this is sensitive personal data, and we handle it with extra care.
- Photographs: clinical photos of your nails taken to track your treatment progress.
- Payment records: amounts and payment method. We do not store card numbers.
- Website data: basic analytics and booking form entries. See our Cookie Policy.

4. Why we collect it

- To assess, treat, and follow up on your nail condition
- To manage appointments, payments, and reminders
- To track your recovery, including progress photos, with your consent
- To respond to your enquiries
- To send offers or health tips, only if you opt in, and you can opt out any time
- To meet our legal and professional record-keeping obligations

5. Our lawful bases

We process your data on the bases permitted under the Data Protection Act, 2019: your consent, the provision of health care, performance of our service agreement with you, our legal obligations, and our legitimate interest in running the clinic safely and well.

6. Who we share it with

- We never sell your personal data. Ever.
- Trusted service providers who help us operate, such as our website host, booking system, and payment providers, under confidentiality obligations.
- Other health practitioners, only when we refer you and only with your consent.
- Authorities, where the law requires it.

7. Photos and testimonials

Clinical photos are part of your treatment record and stay private. Use of any photo or testimonial in our gallery, website, or social media happens only with your separate written consent, which you can withdraw at any time.

8. How long we keep it

Clinical records are kept for 5 years in line with Kenyan health record-keeping requirements, then securely destroyed. Marketing data is deleted when you opt out. Enquiries that do not become bookings are deleted within [12] months.

9. How we protect it

Records are held in secured systems with access limited to the team caring for you. Paper records, where used, are stored under lock at the clinic.

10. Your rights

Under the Data Protection Act, 2019 you may ask us at any time to: access the data we hold about you, correct it, delete it where we have no legal duty to retain it, object to or restrict processing, and receive a copy in a portable form. Write to info@jadanailclinic.com and we will respond within a reasonable time. You also have the right to lodge a complaint with the Office of the Data Protection Commissioner (ODPC), www.odpc.go.ke.

11. Children

Data about clients under 18 is collected with the consent of a parent or guardian and handled with heightened care.

12. WhatsApp and social media

If you contact us on WhatsApp, Instagram, or similar platforms, those platforms process your data under their own privacy policies. Please avoid sending sensitive details beyond what is needed to book or share a photo of your concern.

13. Changes

We will post any updates to this policy on this page with a new "last updated" date.