



## Privacy Policy

**Lux Nail Bar & Co Pty Ltd** ("Lux Nail Bar & Co") understands that privacy is important to its customers and is pleased to provide information about its privacy policy. Please be assured that Lux Nail Bar & Co uses its best efforts to protect the privacy of visitors to this website and customers who provide personal information via other means.

### Information We Collect and How It Is Used

Lux Nail Bar & Co only collects personal information—such as names, addresses, phone numbers, and email addresses—when it is voluntarily submitted by you. When a gift voucher is purchased, or during marketing/promotional activities (e.g. via this website, in-store, or over the phone), you may be asked for personal information to provide the requested service or product, share information about Lux Nail Bar & Co salons, send newsletters or promotional content, and notify you about events or services that may be of interest.

You are not obligated to provide this information, however failure to do so may mean we are unable to fulfil your request or provide follow-up services.

Like many commercial websites, we may also collect general visitor information such as date, time, and pages accessed. This is usually not linked to your identity unless accessed through an email link.

### Sharing of Personal Information

Your information may be shared within the Lux Nail Bar & Co group, which includes our owned and operated locations, subsidiaries, or partners. Any use of your personal information will comply with this privacy policy.

Third-party providers may be engaged by Lux Nail Bar & Co to help fulfil orders, provide technical support, or assist with promotions. These providers will only use your personal information to perform their designated task.

We do not sell your information to third parties. Occasionally, with your permission, we may send promotional material on behalf of a trusted business partner. Your personal details will not be shared directly with them; communications will be handled by us.

Lux Nail Bar & Co reserves the right to disclose personal information if required by law, to protect the integrity of our website, or to assist in law enforcement or safety investigations.

## **Minors**

Lux Nail Bar & Co is sensitive to the privacy of minors. We do not knowingly market to or collect data from individuals under the age of 18. Occasionally, we may promote appropriate services to those 16 years and older (e.g. nail services for formals or graduation). If a minor requests a service, we may collect limited information—such as a name and phone number—for booking purposes only.

## **Security of Personal Information**

We take reasonable steps to secure any personal information you provide. Information is stored on protected servers, accessible only to those involved in fulfilling the requested service or administration. We aim to keep this data accurate and up to date.

## **Access to Your Information**

You control your personal information. To access, correct, or delete your data, or to change your communication preferences, contact us via the email or address listed below. Please provide as much detail as possible about your initial interaction with us to assist with locating your record.

To request a review or deletion of your personal information, please submit a written request. Kindly allow 14 days for us to process your request.