PRIVACY POLICY

MAKEUP BY NEHA

ABN: 35 103 764 675
Website: www.makeupbyneha.com.au
Email: makeupbyneha2022@gmail.com
Last Updated: 21 October 2026

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1. Your Privacy Matters

At Makeup by Neha, we value your trust and respect your privacy.

Whether you're enquiring about bridal makeup, booking a studio appointment, exploring our makeup education services or simply browsing our website, we believe your personal information should be treated with care and confidentiality.

This Privacy Policy explains how Makeup by Neha ("we", "us" or "our") collects, uses, stores and shares personal information.

We aim to handle personal information responsibly and in accordance with applicable Australian privacy laws.

2. Information We Collect

We may collect personal information that you voluntarily provide when contacting us, completing an enquiry form or arranging an appointment.

This may include:

- **Personal details:** Your name, email address and telephone number.
- **Booking information:** Appointment dates, preferred services, wedding dates, event locations and other relevant booking requirements.
- **Bridal enquiries:** Wedding arrangements, bridal party details and preferences relevant to preparing a personalised quotation.
- **Education enquiries:** Your learning interests, experience and relevant professional or social media profiles where voluntarily provided.
- **Service-related information:** Makeup preferences, known allergies, skin sensitivities or other information you choose to share that may help us provide an appropriate service.
- **Communications:** Emails, messages, feedback and correspondence relating to our services.

- **Photographs and videos:** Images taken or provided in connection with our makeup services, where applicable.

We aim to collect only information reasonably necessary for our business activities and the services you request.

3. How We Collect Your Information

We primarily collect information directly from you when you:

- Submit a bridal or education enquiry.
- Book a studio appointment through Setmore.
- Contact us by email, telephone or social media.
- Provide feedback or communicate with us about our services.
- Voluntarily provide photographs, preferences or other information relevant to your appointment.

Our website and third-party service providers may also collect certain technical information, such as browser details, device information, IP addresses and website interactions.

4. How We Use Your Information

We use personal information for legitimate business purposes, including:

- Responding to your questions and enquiries.
- Providing personalised bridal quotations.
- Scheduling, confirming and managing appointments.
- Delivering makeup, hairstyling and education services.
- Communicating important booking information.
- Processing payments and maintaining necessary business records.
- Improving our website, services and client experience.
- Meeting applicable legal and regulatory requirements.

We will only use your information for other purposes where permitted by law or where we have obtained any necessary consent.

5. Booking Platforms and Third-Party Services

Our studio appointments are managed through Setmore, an independent online booking platform.

When you make an appointment, information such as your name, contact details, selected service and appointment time may be collected and processed through Setmore.

We may also use external service providers for website hosting, email communications, form management, payments, business administration and website analytics.

These providers may process information as necessary to deliver their services to us.

Some third-party providers may store or process personal information outside Australia. Where applicable, we take reasonable steps required by law in relation to overseas disclosures.

We encourage you to review the privacy policies of third-party platforms you use, including Setmore.

6. Client Photographs and Portfolio Images

Photography is an important part of showcasing our artistry and professional work.

We may take or receive photographs and videos before, during or after an appointment for purposes such as documenting the requested makeup look or discussing your preferences.

We will seek appropriate consent before using identifiable client photographs or videos for public promotional purposes, including our website portfolio, social media, advertisements or educational content.

You are welcome to decline promotional photography without affecting the professional care provided during your appointment.

If you have previously authorised promotional use and wish to withdraw that permission, please contact us. We will consider your request and take appropriate action where reasonably practicable and legally required.

7. Cookies and Website Analytics

Our website may use cookies and similar technologies to support website functionality, improve security and understand how visitors interact with our content.

Depending on the website tools enabled, these technologies may collect information about website visits, browser settings and interactions with our pages.

If analytics or advertising services are used, additional information may be collected in accordance with the relevant provider's privacy practices.

You can manage or restrict cookies through your browser settings. Disabling certain cookies may affect the functionality of some website features.

Where required by applicable law, we will obtain consent for relevant tracking technologies.

8. Marketing Communications

We may occasionally offer news, service updates, education opportunities or promotional information to interested clients.

We will send electronic marketing communications only where we have the necessary consent or other lawful permission.

You can unsubscribe from promotional emails at any time using the unsubscribe option provided or by contacting us directly.

We will not treat the submission of a bridal, studio or education enquiry as automatic consent to receive unrelated promotional communications.

9. Keeping Your Information Secure

We take reasonable steps to protect personal information against misuse, loss, interference and unauthorised access, modification or disclosure.

These steps may include appropriate access controls, secure account management and the use of reputable service providers.

Access to client information is limited to individuals who reasonably require it for legitimate business purposes.

Although we take reasonable precautions, no online platform or electronic communication system can be guaranteed to be completely secure.

If we become aware of a privacy or security incident, we will assess the circumstances and take appropriate action, including notification where required by law.

10. How Long We Keep Your Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, or as required or permitted by law.

This may include maintaining records necessary for appointment management, financial obligations, business administration or resolving legitimate concerns.

When information is no longer required, we take reasonable steps to securely delete, destroy or de-identify it, subject to applicable legal and record-keeping requirements.

11. Accessing, Correcting or Deleting Your Information

You may contact us if you would like to:

- Request access to personal information we hold about you.
- Correct information that is inaccurate or outdated.

- Request deletion of information that is no longer required.
- Withdraw consent for a particular use of your information.
- Raise a concern about the way your information has been handled.

Please email makeupbyneha2022@gmail.comwith your request.

We may need to verify your identity before providing access or making changes.

We will respond within a reasonable timeframe and explain if any legal obligation or other applicable requirement prevents us from fulfilling a request in full.

12. Sharing and Disclosure of Information

We do not sell client contact information to third-party marketers.

We may share personal information where reasonably necessary to provide our services, including with authorised service providers, booking platforms, payment processors and other parties involved in fulfilling a client's arrangements.

We may also disclose information where:

- You have provided the necessary consent.
- Disclosure is reasonably necessary for the purpose for which the information was collected.
- Disclosure is required or authorised by law.
- Disclosure is otherwise permitted under applicable privacy legislation.

Where sensitive information is involved, we take additional care and comply with applicable requirements relating to consent, use and disclosure.

13. Privacy Concerns and Complaints

If you have a concern about how your personal information has been handled, please contact us directly.

Email: makeupbyneha2022@gmail.com

We will review your concern and make reasonable efforts to resolve it fairly and promptly.

Where the Privacy Act applies and a complaint remains unresolved, you may be entitled to contact the Office of the Australian Information Commissioner (OAIC).

Further information is available at www.oaic.gov.au.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, technology, business operations or legal requirements.

The latest version will be published on our website with the relevant revision date.

Where required by law, we will provide additional notice or seek consent before materially changing how we handle personal information.

15. Contact Us

For questions about this Privacy Policy or how your information is handled, please contact:

Makeup by Neha

ABN: 35 103 764 675

Location: Canberra, Australian Capital Territory, Australia

Email: makeupbyneha2022@gmail.com

Website: www.makeupbyneha.com.au

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