

Privacy and Cancellation Policy - SATOMI NAILS Limited

At SATOMI NAILS Limited (trading as SATOMI NAILS) (**'We', 'Us', 'Our'**), we take our privacy obligations seriously. We comply with the Privacy Act 2020 when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This Privacy Policy explains how we will collect, use and disclose your personal information, and how you can exercise your rights in relation to your personal information.

We may need to update this Privacy Policy from time to time. The most recent version will be published on our website satominails.co.nz. The change will apply from the date we upload the updated policy. This policy was last updated in October 2023.

What personal information we collect

- 1 We collect personal information about you. This may include your:
 - (a) Name;
 - (b) Contact details, such as your email address, phone number, residential address and postal address;
 - (c) Date of birth; and/or
 - (d) Billing information.
- 2 Personal opinions or feedback you provide on our services.

How we collect your personal information

- 3 We collect your personal information directly from you when you are making a booking or using our website.

Why we collect your personal information

- 4 We collect your personal information for the following purposes:
 - (a) to deliver our services to you;
 - (b) to communicate with you regarding the services;
 - (c) to verify your identity;
 - (d) to bill you and collect money that you owe us;
 - (e) to provide relevant marketing and advertising relating to our services, for example special offers;
 - (f) to improve our services based on your feedback; and
 - (g) for any other purpose authorised by you or by the Privacy Act 2020.
- 5 If you do not provide us with some of the personal information we request, we may be unable to provide you with the services you have requested.

Who we share your personal information with

- 6 There may be times where we need to share your personal information with third parties. We will only disclose your personal information to:
 - (a) Timely Limited, which provides our customer management system;

- (b) Markeconsulting, which assists us with marketing or promoting our services to you;
- (c) regulators, law enforcement bodies, government agencies, dispute resolution providers, or other third parties where we consider it is necessary to comply with applicable laws or regulations, or to exercise or defend our legal rights. Where possible and appropriate, we will notify you of this type of disclosure; and
- (d) other people, where authorised by you.

How long we keep your personal information

- 7 We will keep your personal information for up to 3 years after delivering our services to you. At the end of this period, we will delete your personal information by securely erasing all digital data.

If you wish to access or correct your personal information

- 8 Subject to certain grounds for refusal set out in the Privacy Act 2020, you have the right to ask for a copy of the personal information we hold about you, and to ask for your personal information to be corrected if you think it is wrong.
- 9 We may impose a charge for complying with your request for access to or correction of your personal information.

How to contact us

- 10 To exercise any of your rights in relation to your personal information, or to otherwise discuss this Privacy Policy, you can contact us in the following ways:
Email: hello@satominails.co.nz
Phone: 021 0283 9439

Cancellations

- 11 When we make a booking we will take a deposit to guarantee your booking. The amount of the deposit will vary according to the treatment booked.
- 12 Please ensure you are on time for your appointment as a courtesy to the client that follows. If you are 10 minutes late (or more) we cannot guarantee we will be able to complete your treatment for you. If your treatment is unable to be completed due to your lateness, the cancellation policy below may apply.
- 13 If you need to reschedule or cancel your booking please give us as much notice as possible:
 - (a) For cancellation or rescheduling requests received more than 48 hours before the appointment we will do our best to accommodate your request and your deposit will be credited to your next visit.
 - (b) For cancellations or rescheduling requests within 48 hours of the appointment time we will charge the full cost of the treatment.
- 14 In the event you do not attend your treatment (or reschedule it with us) we reserve the right to charge the full cost of the treatment without notice.