

POLICIES AND PROCEDURES

VALHALLA HAIR

Dreadlokks Central Coast

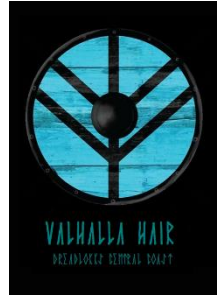
ABN: 60 942 068 726

Mobile hair & dreadlock styling services

Gwandalan NSW 2259

0434 892 723

www.valhallahair.com.au



POLICY NAME	GENERAL and PRIVACY POLICIES			POLICY NO.	001
EFFECTIVE DATE	01/06/2021	DATE OF LAST REVISION	26/07/2023	VERSION NO.	003
ADMINISTRATOR RESPONSIBLE	SHARNA TAYLOR (OWNER/SOLE TRADER)		CONTACT INFORMATION	valhallahair@outlook.com +61 434 892 723	
APPLIES TO Apply group names to define applicable areas of customers and staff.					
GROUP 1	Customers, Service Users, Clients, Third Parties	GROUP 2		GROUP 3	

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
001	SHARNA TAYLOR	28/06/2023	Amended headings and details in General Policies Created Privacy Policy	SHARNA TAYLOR
002	SHARNA TAYLOR	06/07/2023	Removed T&Cs from Privacy Policy (added to separate document)	SHARNA TAYLOR
003	SHARNA TAYLOR	26/07/2023	ABN & registered business name added	SHARNA TAYLOR

SCOPE

The Privacy Policy applies to the **VALHALLA HAIR** website, domain, application, services and products. This policy does not apply to third-party applications, websites, products, services or platforms that may be accessed through (non) links that we may provide to you. These sites are owned and operated independently from us, and they have their own separate privacy and data collection practices. Any personal data that you provide to these websites will be governed by the third-party's own privacy policy. We cannot accept liability for the actions or policies of these independent sites, and we are not responsible for the content or privacy practices of such sites. By using our website, products and services, you have accepted the Policies of **VALHALLA HAIR**.

POLICY STATEMENT

This Privacy Policy was created with the intention of providing an agreement regarding responsibilities and guidelines for any person/s contracting into services and/or sales with **VALHALLA HAIR**. By using our website, products and services, you have accepted the Policies of **VALHALLA HAIR**. The Privacy Policy describes our policies and procedures on the collection, use and disclosure of Your information when You use the Service and informs You of Your privacy rights and how the law protects You. We use your Personal Data to provide and improve the Services. By using our Services, You agree to the collection and use of information in accordance with this Privacy Policy.

TERMS AND DEFINITIONS

TERM	DEFINITION
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OUR, WE, I, US, COMPANY, BUSINESS, OWNER, SOLE TRADER	SHARNA TAYLOR, VALHALLA HAIR – DREADLOKKS CENTRAL COAST
YOU, YOUR	Customer, client, service user Any and all persons contracting into services and/or sales with VALHALLA HAIR
ACCOUNT	A unique account created for you to access our service or parts of our service
LOKKTICIAN	A person/s trained by WEIRDSISTAS in the SISTASYSYSTEM METHOD- providing dreadlocks services to customers.
THIRD PARTY/IES	Companies subscribing to VALHALLA HAIR services, partners and other sources. Eg. Squarespace, Stripe, PayPal, Google, Meta, marketing agencies, database service providers, backup service providers, email service providers and others.
BUSINESS SHEETS	Summarised version of policies outlined on an informal document used for advertising purposes

POLICY SECTIONS

APPOINTMENTS & SERVICES

CUSTOM ORDERS, COMMISSIONS & MADE TO ORDER PIECES

These Terms & Conditions have been moved to a separate document titled TERMS OF SERVICE and is available for viewing on our website. By using our website, products and services, you have accepted the TERMS OF SERVICE of VALHALLA HAIR.
06/07/2023

PRIVACY POLICY

Our Privacy Policy was updated on 06/07/2023

This Privacy Policy describes our policies and procedures on the collection, use and disclosure of Your information when You use the Service and informs You of Your privacy rights and how the law protects You.

We use your Personal Data to provide and improve the Services. By using our Services, you agree to the collection and use of information in accordance with this Privacy Policy.

By using our website, products and services, you have accepted the Policies of **VALHALLA HAIR**.

SCOPE

This Privacy Policy applies to the **VALHALLA HAIR** website, domain, application, services and products.

This policy does not apply to third-party applications, websites, products, services or platforms that may be accessed through (non) links that we may provide to you. These sites are owned and operated independently from us, and they have their own separate privacy and data collection practices. Any personal data that you provide to these websites will be governed by the third-party's own privacy policy. We cannot accept liability for the actions or policies of these independent sites, and we are not responsible for the content or privacy practices of such sites.

PROCESSING ACTIVITIES

This Policy applies when you interact with us by doing any of the following:

Make use of our application and services as an authorised user.

Visit any of our websites or social media pages that link to this Privacy Statement.

WHAT PERSONAL DATA WE COLLECT

When you make a purchase or booking, or attempt to, we collect the following types of Personal Data:

This includes:

User information such as your name, email address, home address and phone number

Payment information such as your billing address, phone number, credit card, debit card, PayPal account or other payment/s method

When you use our products, services and/or features, we collect the following types of Personal Data:

User information such as your name, email address, home address and phone number

Payment information such as your billing address, phone number, credit card, debit card or other payment method

Photos, images or recordings of you at any applicable location for the intended use in my business portfolio

The third party payment provider used on our SquareSpace hosting website is STRIPE- see their own Policies regarding the use of your Personal and Financial Information.

HOW WE COLLECT YOUR PERSONAL DATA

We collect your Personal Data from the following sources:

FROM YOU: You may give us your User Information, Payment Information, Financial Information, Demographic Data, Purchase Information, Content, Feedback, Product Information, Images and Recordings, by filling in forms, using our products or services, entering information online or by corresponding with us by post, phone, email or otherwise. This includes Personal Data you provide, for example, when you:

Create an account, use our website, make an inquiry via website forms, purchase products on our website;

Use our products or services;

Create content through our products or services;

Subscribe to our newsletter;

Complete a voluntary market research survey;

Contact us with an inquiry or to report a problem (by phone, email, social media or messaging service);

When you log into our website via social media;

AUTOMATED TECHNOLOGIES OR INTERACTIONS: As you interact with our website, we may automatically collect the following types of data (all as described above): Device Data about your equipment, Usage Data about your browsing actions and patterns, and Contact data where tasks carried out via our website remain uncompleted, such as incomplete orders or abandoned baskets. We collect this data by using cookies, server logs and other similar technologies. Please see our Cookie section (below) for further details.

THIRD PARTIES: We may receive Personal Data about you from various third-parties, including:

Account Information and Payment Information from another individual when they purchase a gift for you on our website;

Device and Usage Data from third-parties, including analytics providers such as Google and Meta

Account Information and Payment Data from social media platforms when access our website using links from such social media platforms;

Content from communication services, including email providers and social networks, when you give us permission to access your data on such third-party services or networks;

Account Information and Payment Data from third-parties, including organisations (such as law enforcement agencies), associations and groups, who share data for the purposes of fraud prevention and detection and credit risk reduction; and

Account Information, Payment Data, and Financial Data from providers of technical, payment and delivery services.

If you provide us, or our service providers, with any Personal Data relating to other individuals, you represent that you have the authority to do so and acknowledge that it will be used in accordance with this Policy. If you believe that your Personal data has been provided to us improperly, or to otherwise exercise your rights relating to your Personal Data, please contact us using the information set out in the "Contact Us" section below.

DEVICE AND USAGE DATA

When you visit VALHALLA HAIR's website, we automatically collect and store information about your visit using browser cookies (files which are sent to us by your computer), or similar technology. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. If you do not accept Cookies, you may not be able to use some of our Service and we recommend that you leave the turned on.

DATA WE COLLECT FROM THIRD PARTIES

We may receive your Personal Data from third-parties such as companies subscribing to **VALHALLA HAIR** services, partners and other sources. This Personal Data is not collected by us but by a third party and is subject to the relevant third party's own separate privacy and data collection policies. We do not have any control or input on how your Personal Data is handles by third parties. As always, you have the right to review and rectify this information. If you have any questions you should first contact the relevant thirst party for further information about your Personal data.

Our websites and services may contain links to other websites, applications and services maintained by third parties. The information practices of such other services, or of social media networks that host our branded social media pages, are governed by third parties' privacy statements, which you should review to better understand those third parties privacy practices.

The third party payment provider used on our SquareSpace hosting website is STRIPE- see their own Policies regarding the use of your Personal Information.

PURPOSE AND LEGAL BASIS FOR THE PROCESSING OF PERSONAL DATA

We collect and use your Personal Data with your consent to provide, maintain and develop our products and services and understand how to improve them

Where we process your Personal Data to provide a product or service, we do so because it is necessary to perform contractual obligations. All of the above processing is necessary in our legitimate interests to provide products and services to maintain our relationship with you and to protect our business for example against fraud. Consent will be required to initiate services with you. New consent will be required if any changes are made to the type of data collected. Within our contract, if you fail to provide consent, some services may not be available to you.

SHARING AND DISCLOSURE

We may use a third party service provider, independent contractors, agencies or consultants to deliver and help us improve our services. We may share your Personal Data with marketing agencies, database service providers, backup service providers, email service providers and others but only to maintain and improve our products and services.

We will share your Personal data with third parties only in the ways set out in this Policy or set out at the point when the Personal Data is collected.

LEGAL REQUIREMENT

We may use or disclose your Personal Data in order to comply with a legal obligation, in connection with a request from a public or government authority, or in connection with a court or tribunal proceedings, to prevent loss of life or injury, or to protect our rights of property. Where possible and practical to do so, we will tell you in advance of such disclosure.

RETENTION & DELETION

We will only retain your Personal Data for as long as necessary for the purpose for which that data was collected and to the extent required by applicable law. When we no longer need Personal Data, we will remove it from our systems and/or take steps to anonymize it.

MERGER OR ACQUISITION

If we are involved in a merger, acquisition or asset sale, your personal information may be transferred. We will provide notice before your personal information is transferred and becomes subject to a different Privacy Policy. Under certain circumstances, we may be required to disclose your personal information if required to do so by law or in response to valid requests by a court or government agency.

HOW WE KEEP YOUR DATA SAFE

We have appropriate organisational safeguards and security measures in place to protect your Personal Data from being accidentally lost, altered, disclosed, used or accessed in an unauthorised way such as the case of a "cyber attack". The communication between your browser and our website uses a secure encrypted connection wherever your Personal Data is involved.

We require any third party who is contracted to process your Personal Data on our behalf to have security measures in place to protect your data and treat such data in accordance with the law.

In the unfortunate event of a Personal Data Breach, we will notify you and any applicable regulator when we are legally required to do so.

CHILDREN'S PRIVACY

We do not knowingly or intentionally collect personal data from children under the age of 16 years.

Images, photos and recordings for the purpose of a business portfolio (as outlined above) will require the permissible consent of the parent or guardian.

WITHDRAWING CONSENT

If you have consented to our processing of your Personal Data, you have the right to withdraw your consent at any time, free of charge, such as where you wish to opt out from marketing messages that you receive from us. If you wish to withdraw your consent, please contact us using the information found at the bottom of this page.

EXCEPTIONS and CHANGES

We may modify this policy at any time. If we make changes to this Policy then we will post an updated version of this Policy on our website. By using our website, products and services, you have accepted the Policies of **VALHALLA HAIR**.

RELATED POLICIES AND OTHER REFERENCES

"Most small businesses and not-for-profit organisations that have an annual turnover of \$3 million or less and that are not health service providers or do not trade in personal information for benefit, service or advantage are not covered by the Privacy Act 1988"

- <https://www.oaic.gov.au/privacy/privacy-guidance-for-organisations-and-government-agencies/organisations/small-business>

VALHALLA HAIR is exempt from The Australian Privacy Act due to reasons above, however all Policies are referenced to The Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs), which are designed to protect the privacy of individuals by regulating the way personal information is collected, used, disclosed and managed.

CONTACT US

SHARNA TAYLOR
of VALHALLA HAIR (DREADLOKKS CENTRAL COAST)
valhallahair@outlook.com
0434 892 723

SUBJECT	CONTACT	PHONE	EMAIL
<ul style="list-style-type: none">- Request a copy of your information- Unsubscribe from our email list- Request for data to be deleted- Ask a question about your data privacy- Any other inquiries regarding the information outlined in this Policy	SHARNA TAYLOR VALHALLA HAIR- DREADLOKKS CENTRAL COAST	+61 434 892 723	valhallahair@outlook.com