

PRIVACY POLICY

The Edit Salon & Co – MLG BRANDS PTY LTD

Last updated: 30/12/2025

The Edit Salon & Co is committed to protecting your privacy and handling personal information in a transparent and responsible manner. This Privacy Policy explains how we collect, use, store, and disclose personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

1. Personal Information We Collect

We may collect personal information including, but not limited to:

- Name
- Phone number
- Email address
- Appointment and service history
- Service preferences and notes relevant to service delivery
- Payment and transaction details
- Marketing preferences

We only collect information that is reasonably necessary to provide our services or operate our business.

2. How We Collect Personal Information

Personal information may be collected when you:

- Book an appointment online, by phone, or in salon
- Attend an appointment
- Contact us via phone, email, social media, or our website
- Purchase a gift voucher or product
- Subscribe to marketing communications

Information may be collected directly from you or through authorised third-party platforms such as booking systems, website providers, or payment processors.

3. How We Use Personal Information

We use personal information to:

- Manage bookings and provide services
- Communicate appointment confirmations, reminders, or changes
- Maintain client records and service notes
- Process payments and transactions
- Improve our services and client experience
- Send marketing communications where consent has been provided

You may opt out of marketing communications at any time.

4. Disclosure of Personal Information

We do not sell or trade personal information.

Personal information may be disclosed to:

- Third-party service providers necessary for business operations, such as booking software, website hosting providers, payment processors, and IT support
- Regulatory authorities or law enforcement where required by law

All reasonable steps are taken to ensure third parties handle personal information securely.

5. Storage and Security

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

Personal information is stored using secure systems and accessed only by authorised staff.

6. Access and Correction

You may request access to, or correction of, your personal information by contacting us.

We will respond to requests within a reasonable timeframe and in accordance with the Australian Privacy Principles.

7. Complaints

If you have a concern about how your personal information has been handled, please contact us directly so we can attempt to resolve the issue.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

8. Updates to This Policy

This Privacy Policy may be updated from time to time. The current version will always be available on our website.

9. Contact Details

The Edit Salon & Co

Adelaide, South Australia

 admin@theeditsalon.com.au

 1300 313 213

ACCESSIBILITY STATEMENT

The Edit Salon & Co – MLG BRANDS PTY LTD

Last updated: 30/12/2025

The Edit Salon & Co is committed to providing an inclusive and welcoming environment for all clients and visitors, both in salon and online.

This Accessibility Statement outlines our approach to accessibility and the support available to clients with additional needs.

1. Commitment to Accessibility

We aim to ensure that all clients are treated with dignity, respect, and consideration.

Where reasonably possible, we will make adjustments to accommodate accessibility requirements.

2. In Salon Accessibility

- We encourage clients with accessibility needs to contact us prior to booking so suitable arrangements can be discussed.
- Our team will make reasonable efforts to assist with access, seating, appointment timing, or service adjustments where appropriate.
- Some physical limitations may exist due to building design. We will always communicate openly and honestly about what can be accommodated.

3. Website Accessibility

- We aim to provide a website that is clear, readable, and accessible across devices.
- We endeavour to use readable fonts, clear contrast, and simple navigation.
- If you experience difficulty accessing information on our website, please contact us and we will assist.

4. Assistance and Feedback

We welcome feedback regarding accessibility and are committed to continuous improvement.

Clients are encouraged to contact us to discuss any accessibility concerns or suggestions.

5. Contact Details

The Edit Salon & Co

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