

Privacy Policy

(Last updated: 24th January 2026)

At Beauti-Nails, we are committed to protecting your privacy and handling your personal data with care, transparency, and in accordance with UK data protection law. This policy explains how we collect, use, and protect your information when you visit our website, book appointments, or make purchases from our online shop.

1. Who We Are

Business name: Beauti-Nails

Business type: Nail salon and beauty services, including online retail

Contact email: hello@beauti-nails.com

For the purposes of data protection law, Beauti-Nails is the data controller of your personal data.

2. What Information We Collect

Information you provide directly, we may collect:

- Full name
- Email address
- Phone number
- Billing and delivery address
- Appointment details and service history
- Order details and purchase history
- Messages sent via contact forms, email, social media, or booking notes
- Payment confirmation (full card details are processed securely by third-party providers and are not stored by us)
- Information collected automatically

When you visit our website, we may automatically collect:

- IP address
- Browser type and device information
- Pages visited and time spent on the site
- Cookies and usage data (see Cookies section below)

3. How We Use Your Information

We use your personal data to:

- Schedule and manage salon appointments
- Provide nail and beauty treatments
- Process and fulfil online shop orders
- Send appointment confirmations, reminders, and order updates
- Respond to enquiries or customer service requests
- Process payments securely
- Arrange deliveries

- Maintain business and accounting records
- Improve our website, services, and customer experience
- Send marketing communications (only where you have opted in)
- We only process your data where we have a lawful basis, such as fulfilling a service or order, complying with legal obligations, or with your consent.

4. Online Booking System

We use a third-party online booking system to manage appointments. When you book with us online, your personal information (such as your name, contact details, and appointment history) is stored securely within that provider's system.

The booking provider processes your data on our behalf and must comply with data protection laws.

5. Online Shop Purchases

When you make a purchase through our online shop, we collect information necessary to process and deliver your order, including:

- Name
- Billing and delivery address
- Email address
- Phone number
- Order details

We use this information to:

- Process and fulfil your order
- Send order confirmations and updates
- Arrange delivery through courier services
- Handle returns, refunds, or customer service enquiries
- Comply with legal and accounting requirements
- Help prevent fraudulent transactions and ensure secure payments

6. Marketing Communications

With your permission, we may send you emails or messages about:

- Special offers
- Promotions
- New treatments or products
- You can opt out at any time by clicking the unsubscribe link in emails or contacting us at hello@beauti-nails.com
- We will never sell or share your personal information with third parties for their own marketing.

7. Sharing Your Information

We only share your data where necessary to operate our business, including with:

- Online booking software providers
- E-commerce platform providers (for example, website shop platforms)
- Payment processors
- Delivery and courier companies
- Website hosting providers
- Accountants, insurers, or legal authorities where required by law
- All third parties are required to respect the security of your data and process it lawfully.

7. How We Store and Protect Your Data

We take appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, misuse, or disclosure. Your data is stored securely and only kept for as long as necessary to provide services, fulfil orders, and meet legal, tax, and insurance requirements.

8. Your Data Protection Rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your data
- Restrict or object to certain types of processing
- Withdraw consent for marketing at any time
- To exercise any of these rights, please contact us at: hello@beauti-nails.com
- You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data has been handled improperly.

9. Cookies

Our website may use cookies to:

- Ensure the website functions properly
- Remember your preferences
- Analyse website traffic
- Support our online booking and shop systems
- You can manage or disable cookies through your browser settings.

10. Third-Party Links

Our website may contain links to third-party websites such as social media platforms or booking systems. We are not responsible for their privacy practices and recommend reviewing their privacy policies.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated “Last updated” date.