# **Privacy Policy – Lokk Head**

At Lokk Head (“we”, “us” or “our”), we respect your privacy and are committed to protecting your personal information. This policy explains how we collect, use, disclose and secure personal information when you visit our website or use our services. By providing us with your personal information, you consent to our collection and handling of your information in accordance with this policy.

## **1. Information We Collect**

We collect personal information when you interact with us, including when you:

* Book an appointment through our online form;
* Contact us via email, phone or social media; or
* Purchase products or services from us.

The information we collect may include:

* Your name, email address, phone number and (if provided) postal address;
* Details about the services you request, such as your preferred appointment time and hair type;
* Payment details (processed through third‑party payment providers); and
* Information automatically collected through cookies and analytics tools when you browse our website (e.g., IP address, device type, pages visited and browsing patterns).

## **2. How We Use Your Information**

We use personal information to:

1. Provide services and products, process bookings and manage your account;
2. Communicate with you about your appointments, respond to enquiries and send important updates;
3. Send marketing communications and promotions (you may opt out at any time);
4. Improve our website, services and customer experience; and
5. Comply with legal obligations and resolve disputes.

## **3. Cookies and Analytics**

Our website uses cookies and similar technologies to improve functionality and analyse how visitors use the site. Cookies are small data files stored on your device. You can disable cookies in your browser settings, but some features of our site may not function properly as a result.

We may use Wix’s analytics services or other third‑party tools to collect aggregated data about site usage. These providers may store information outside Australia. We use this information to understand visitor behaviour and improve our website.

## **4. How We Share Your Information**

We do not sell or rent your personal information. We may share your information with:

* **Service providers** who help us deliver our services (such as web hosting, booking and payment platforms). These providers are authorised to use your personal information only as necessary to provide their services to us.
* **Professional advisers** such as accountants or legal advisers, where necessary for our business functions and as required by law.
* **Regulators or authorities** if required under Australian law or to protect our rights and safety.

Some of our service providers are located overseas (for example, Wix data centres). When we transfer personal information outside Australia, we take reasonable steps to ensure that recipients handle it in accordance with applicable privacy laws.

## **5. Data Security**

We take reasonable steps to protect your personal information from misuse, interference, loss and unauthorised access. This includes limiting access to personal information to staff and service providers who need it, and using secure systems to store data. However, no method of transmission over the internet or electronic storage is completely secure. We cannot guarantee absolute security.

## **6. Access and Correction**

You have the right to request access to the personal information we hold about you and to request corrections if it is inaccurate. To make a request, please contact us using the details below. We may need to verify your identity before providing access.

## **7. Marketing and Opt‑Out**

We may use your contact details to send you marketing communications. You can opt out of receiving marketing emails at any time by following the unsubscribe instructions in the message or by contacting us.

## **8. Links to Other Websites**

Our website may contain links to external sites that we do not operate. We are not responsible for the privacy practices of those sites. We encourage you to read the privacy statements of any third‑party sites you visit.

## **9. Changes to This Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The updated policy will be posted on our website with a new “Last updated” date.

## **10. Contact Us**

If you have any questions about this policy or wish to exercise your rights, please contact us:

* **Email:** lokkheadau@gmail.com
* **Phone:** 0457 822 712

**Last updated:** 27 September 2025