

Privacy Policy

At Eternal Radiance Skin + Body ("we", "our", "us"), we are committed to protecting your privacy and handling your personal information with care. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website, make a booking, or use our services.

1. Information We Collect

We may collect the following types of personal information:

- Contact details (such as your name, phone number, email, and address).
- Health and treatment-related information (such as medical history, skin conditions, and allergies) that you provide for treatment purposes.
- Payment information when purchasing products or services.
- Technical information when you use our website (such as cookies, browser type, and IP address).

2. How We Use Your Information

We collect and use your personal information to:

- Provide our treatments and services safely and effectively.
- Manage your bookings, appointments, and payments.
- Communicate with you about appointments, promotions, or updates.
- Improve our website, services, and customer experience.
- Comply with legal and regulatory obligations.

3. Sharing Your Information

We respect your privacy and will never sell your personal information. We may share your information only when:

- It is required by law.
- It is necessary with trusted third-party service providers (e.g. booking platforms, payment processors, or IT providers) who assist us in delivering our services.
- You provide explicit consent.

4. Data Storage and Security

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

- Client consultation records are stored securely and accessed only by authorised staff.
- Online information may be stored on secure third-party platforms in line with Australian privacy standards.

5. Cookies and Website Use

Our website may use cookies and similar technologies to improve functionality and user experience. You can disable cookies in your browser settings, but some features of our website may not work as intended.

We may also include links or embedded content from third-party websites. We are not responsible for the privacy practices of those websites.

6. Accessing and Updating Your Information

You have the right to access, correct, or request deletion of the personal information we hold about you, subject to certain legal requirements. To make a request, please contact us using the details below.

7. Retention of Information

We keep personal information for as long as necessary to provide our services and comply with legal obligations. When no longer required, information is securely deleted or de-identified.

8. Contact Us

If you have any questions about this Privacy Policy or how your information is handled, please contact us at:

Eternal Radiance Skin + Body

 148A Mascoma St, Strathmore VIC 3041

 admin@eternalradiance.net

 03 9310 4450

9. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.