

Client Privacy Policy

At **Queenstown Flying Dress**, we respect your privacy and are committed to protecting the personal information you share with us. This policy outlines how we collect, use, store, and protect your information when you make a booking directly or via third-party platforms such as GetYourGuide.

Information We Collect

We may collect the following information when you book our services:

- Full name, phone number, and email address
- Accommodation details (for mobile services, if required)
- Payment details (processed securely Get Your Guide)
- Preferences related to your booking (e.g., style choices, shoot requests)

How We Use Your Information

Your information is used only for purposes directly related to your booking, including:

- Confirming and managing your appointment
- Communicating updates or changes regarding your booking
- Delivering your photos and/or videos
- Processing payments securely
- Providing customer service and follow-up care

We will **never sell, rent, or share your personal information** with third parties for marketing purposes.

Data Storage & Security

- All client information is stored securely and accessed only by authorised staff.
- Digital data (including emails, phone numbers, and booking details) is stored on Get Your Guide.
- Payment details are processed through secure, Get Your Guide platform and are not stored by Queenstown Flying Dress.

Third-Party Bookings (GetYourGuide)

If you book through GetYourGuide, your information is handled in accordance with both their privacy policy and ours. We only access the information necessary to confirm and deliver your booking.

Client Rights

You have the right to:

- Request access to the personal information we hold about you

Data Retention

We retain client information only for as long as necessary to provide our services and comply with legal obligations. After this period, data is securely deleted.

Photography & Media Consent

Use of your photos or videos for marketing purposes is covered in our **Terms & Conditions**. If you do not wish for your images to be used, you must notify us in writing.

Updates to Privacy Policy

Queenstown Flying Dress reserves the right to update this Privacy Policy to reflect changes in our business practices or legal obligations. Updates will be posted on our website.

Contact

If you have any questions about this Privacy Policy or wish to exercise your rights, please contact us.