

Complete Privacy Policy
Terms & Conditions
Refund & Cancellation Policy
About Us
for Anna Filip Nails and Beauty Academy

1. Privacy Policy

Last updated: 17 November 2025

At Anna Filip Nails and Beauty Academy, we deeply respect your rights and your privacy. We are committed to protecting your personal information and being transparent about how and why we collect it, how we use it, and how we keep it secure.

1. Who We Are

Business Name: Anna Filip Nails and Beauty Academy
Owner: Anna Filip
Phone: 07916 531707
Email: Anna.education.info@gmail.com

We act as the Data Controller for all personal data we process under the UK GDPR and the Data Protection Act 2018.

2. Information We Collect

Information You Provide Directly

Name

Email address

Phone number

Course enquiry details

Appointment information

Messages sent through contact forms or email

Information Collected Automatically

IP address

Browser type

Pages viewed and time spent on the website

Device information

3. How We Use Your Information

Respond to enquiries and provide customer support

Manage bookings, appointments, and course registrations

Send confirmations, updates, and follow-up messages

Issue certificates for completed training courses

Improve the functionality, safety, and performance of our website

Comply with legal and regulatory obligations

We do not use your data for automated decision-making or profiling.

4. Lawful Bases for Processing

Contract: to deliver services or respond to your enquiries

Consent: when you voluntarily provide information

Legitimate Interests: to operate and enhance our website and services

Legal Obligation: when necessary for compliance

5. How We Store and Protect Your Data

Encrypted email platforms

Secure training or booking management systems

Restricted-access internal files

Personal information is kept only as long as necessary, unless a longer retention period is legally required.

6. Sharing Your Information

We do not sell, rent, or trade personal data. Your information may only be shared with trusted service providers, regulatory authorities if required, or accreditation bodies for issuing certificates.

7. International Data Transfers

When data is processed outside the UK, safeguards like standard contractual clauses or UK adequacy decisions are applied.

8. Your Rights

Access, correct, or delete your personal data

Restrict or object to processing

Data portability

Withdraw consent

To exercise your rights, contact: Anna.education.info@gmail.com

9. Children's Privacy

Our services and website are not intended for children under 16.

10. Changes to This Policy

We may update this policy; updates will be posted with a revised date.

11. Contact Us

Anna Filip Nails and Beauty Academy

☎ 07916 531707

✉ Anna.education.info@gmail.com

2. Terms & Conditions

Booking & Appointments

1. Bookings for courses, training sessions, or services are confirmed only after payment of a 50% deposit.

2. A minimum notice of 24 hours is required to cancel a course or training session in order to receive a refund of your deposit.

3. Deposits are non-refundable if cancellation occurs less than 24 hours before the scheduled course, training, or appointment.

4. Remaining balance must be paid before the start of the course, training session, or on the day of the appointment.

5. We reserve the right to cancel or reschedule appointments or courses due to unforeseen circumstances. In such cases, clients will be offered alternative dates or a full deposit refund.

Payments

Deposits can be paid via bank transfer, card, or other accepted payment methods.

Liability

Clients are responsible for providing accurate information when booking.

We are not liable for loss or damage resulting from client failure to follow pre-appointment instructions.

3. Refund & Cancellation Policy

1. Deposit: 50% of the total service or course cost is required to secure your booking.
2. Cancellation: Deposits are refundable only if cancelled more than 24 hours before the appointment, course, or training session.
3. Non-Refundable Deposits: Deposits are forfeited if cancellation occurs less than 24 hours before the scheduled session.
4. Rescheduling: Deposits can be applied to a new appointment if cancellation occurs with at least 24 hours' notice.
5. Course Materials: All course materials remain property of Anna Filip Nails and Beauty Academy and cannot be resold.

4. About Us

Welcome to Anna Filip Nails and Beauty Academy!

Our mission is to empower aspiring nail technicians and beauty professionals by providing high-quality, accredited training in a friendly and professional environment. We believe in

hands-on learning, personalised guidance, and creating an experience where every student feels confident and inspired.

With years of experience in nail artistry, Anna Filip combines passion, precision, and creativity to deliver exceptional courses. Whether you are starting your career or enhancing your skills, we are here to guide you every step of the way.