

PRIVACY & COOKIE POLICY TERMS & CONDITIONS

Anna Filip Nails and Beauty Academy

annafilipacademy.co.uk

Last updated: 31 August 2026

UK GDPR | Data Protection Act 2018 | PECR

At Anna Filip Nails and Beauty Academy, we respect your privacy and are committed to protecting your personal information. This Privacy & Cookie Policy explains how we collect, use, store and protect your personal data when you visit annafilepacademy.co.uk, contact us, make an enquiry, book an appointment, register for a training course or otherwise use our services. It also explains how our website uses cookies and similar technologies and how you can manage your preferences. This policy has been prepared with regard to applicable UK data protection and privacy legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations (PECR).

1. Who We Are

The Data Controller responsible for your personal information is:

Anna Filip Nails and Beauty Academy

Owner: Anna Filip

Website: annafilepacademy.co.uk

Email: Anna.education.info@gmail.com

Telephone: 07916 531707

For the purposes of UK data protection legislation, Anna Filip Nails and Beauty Academy is responsible for determining how and why your personal information is processed.

2. Personal Information We Collect

The information we collect depends on how you interact with us and which services you use.

Your full name

Email address

Telephone number

Appointment and booking details

Course enquiries and course registration information

Correspondence and messages you send to us

Payment and transaction information

Information required to issue training certificates

Reviews, feedback or testimonials you choose to provide

Photographs where you have agreed to their use

Technical information relating to your use of our website

When you visit our website, certain technical information may also be collected automatically, including your IP address, browser type, device type, operating system, pages visited, website interactions, date and time of access, referring source and cookie preferences.

3. Treatment and Health-Related Information

Where necessary to provide beauty treatments safely, we may ask you to provide relevant information concerning allergies, sensitivities, previous reactions, medications, medical conditions or other circumstances that could affect the suitability or safety of a treatment.

Health information may constitute special category personal data under UK data protection law.

We only request health-related information where it is relevant and necessary for the service being provided and process it only where we have an appropriate lawful basis and an additional condition for processing special category data. Where appropriate, this may include your explicit consent.

4. How We Use Your Personal Information

Respond to enquiries and communicate with you
Arrange and manage appointments
Administer beauty services
Register and manage students attending training courses
Process bookings, deposits and payments
Provide services you have requested
Send booking confirmations and important information relating to your appointment or training
Issue training certificates
Maintain appropriate client and training records
Provide customer support
Manage complaints or disputes
Meet accounting, tax, legal or regulatory requirements
Maintain the security and functionality of our website
Improve our services and website
Send marketing communications where permitted by law
Manage cookie preferences and consent
We do not sell your personal information.
We do not use your personal data for automated decision-making or profiling.

5. Lawful Bases for Processing

Under the UK GDPR, we must have a valid lawful basis for each purpose for which we process personal information. For the processing activities described in this Privacy Policy, depending on the purpose and circumstances, we may rely on one or more of the following lawful bases:

Contract: where processing is necessary to take steps at your request before entering into a contract or to perform a contract with you, including managing appointments, training bookings and providing purchased services.

Legal obligation: where we are required to process information to comply with legal, accounting, tax or regulatory obligations.

Legitimate interests: where processing is necessary for our legitimate business interests and those interests do not override your rights and freedoms. This may include responding to enquiries, administering and protecting our business and website, preventing fraud and establishing or defending legal claims.

Consent: where you have given us permission to process information for a specific purpose, such as certain marketing communications, optional cookies, photographs or certain special category information.

Where processing is based on consent, you may withdraw your consent at any time.

6. Appointments and Beauty Services

When you contact us or book a beauty appointment, we may process information necessary to manage your booking, communicate with you and provide the requested treatment safely.

Depending on the service, we may maintain appropriate consultation or client records. These records may include information necessary to assess whether a treatment is suitable for you and to maintain an appropriate record of services provided.

A 50% deposit is required to secure your appointment. Any cancellation or request to reschedule must be made no later than 48 hours before the scheduled appointment. If less than 48 hours' notice is provided, or if you fail to attend your appointment, the deposit will be forfeited and will not be refundable.

7. Courses and Training

If you enquire about or register for a training course, we may process information necessary to manage your booking, communicate course information, confirm attendance, record course completion and issue certificates.

Where required, limited information may be shared with an appropriate accreditation or certification organisation for the purpose of administering or verifying a qualification or certificate.

Training bookings require a 50% deposit to secure your place. Cancellations are accepted only in justified circumstances; wherever reasonably possible, we will first aim to reschedule the training to another suitable date rather than cancel it. Any request to change the training date or cancel a booking must be made no later than 48 hours before the scheduled start time. Changes or cancellations requested less than 48 hours before the training may result in the 50% deposit being forfeited and non-refundable.

8. Payments

Where you make a payment or deposit, we may process information required to identify the transaction and associate it with your appointment, booking or training.

Payments may be processed through banks, card processors or other payment service providers. Where payments are handled by an external payment provider, we do not normally receive or store your complete payment card details. The relevant provider processes payment information according to its own privacy and security requirements.

9. Website Hosting - Getspace

Our website uses hosting services provided by Getspace. As part of providing hosting and technical infrastructure, Getspace may process certain technical information associated with visits to the website, such as IP addresses, server logs, device or browser information and other information necessary to provide, maintain and secure hosting services.

Getspace processes information in accordance with its own privacy practices.

Getspace Privacy Policy: <https://getspace.pl/en/privacy-policy/>

10. Facebook and Instagram

Anna Filip Nails and Beauty Academy may maintain business profiles on Facebook and Instagram, services operated by Meta. Our website may contain links to our Facebook or Instagram profiles or may use features connected with these platforms.

When you click a link to Facebook or Instagram, interact with content provided by Meta or use features integrated with these platforms, Meta may process information about you in accordance with its own privacy policies. We do not control how Meta independently processes information collected when you use its platforms.

Facebook / Meta Privacy Policy: <https://www.facebook.com/privacy/policy/>

Instagram / Meta Privacy Policy: <https://privacycenter.instagram.com/policy/>

If technologies such as the Meta Pixel or other Meta advertising or measurement technologies are introduced on this website, where legally required they will be treated as non-essential technologies and will not be activated until the appropriate consent has been obtained.

11. Photographs, Reviews and Testimonials

We may ask clients or students for permission to use photographs, reviews, testimonials or other content in connection with our website, portfolio, educational materials or social media.

Where consent is required, such material will only be used after you have agreed to its use. Where our processing relies on consent, you may withdraw that consent by contacting us.

12. Who We May Share Personal Information With

Where necessary, information may be shared with trusted third parties that assist us in providing and operating our services. These may include:

Website hosting and technical service providers

Email providers

Booking or appointment management providers

Payment providers and banks

Professional advisers and accountants

IT support providers

Accreditation or certification organisations

Website analytics providers where applicable

Social media and marketing platforms where applicable

Government, regulatory or law enforcement authorities where disclosure is legally required

Where another organisation processes information on our behalf, appropriate steps are taken to ensure that personal information is handled securely and lawfully.

13. International Transfers

Some external service providers may process personal information outside the United Kingdom. Where personal information is transferred internationally, appropriate safeguards will be used where required by UK data protection law.

Depending on the provider and destination, these safeguards may include UK adequacy regulations, an International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses or another legally recognised mechanism.

COOKIE POLICY

14. What Are Cookies?

Cookies are small text files placed on your computer, smartphone, tablet or other device when you visit a website. They can allow a website to function correctly, remember choices, improve functionality and provide information about how the website is used.

Similar technologies such as scripts, pixels, tags and local storage may also be used.

15. How We Use Cookies

We use cookies and similar technologies to operate our website, maintain security and remember your cookie preferences.

Depending on the functionality and services enabled on the website, additional cookies may also be used for functionality, statistics, analytics or marketing. Non-essential cookies that require consent will not be activated until the appropriate consent has been provided.

16. Types of Cookies

Strictly Necessary Cookies

These cookies are required for essential website functionality. They may be used for website security, technical functionality, session management or remembering your cookie preferences. Where permitted by applicable law, strictly necessary cookies may operate without prior consent.

Functional Cookies

These cookies may provide additional functionality or allow the website to remember choices and preferences. Where consent is legally required, they will only be activated after you have made the appropriate choice.

Statistics and Analytics Cookies

Statistics and analytics technologies may help us understand how visitors use our website and how the website performs. They may collect information such as pages visited, time spent on pages, website interactions, device information or browser information. Where consent is required, these technologies will remain inactive until consent is provided.

Marketing Cookies

Marketing cookies and tracking technologies may be used to measure advertising performance or understand interactions with advertising and marketing campaigns. These may include technologies supplied by third-party platforms such as Meta where such technologies are installed. Where applicable, marketing technologies will only be activated after the required consent has been obtained.

17. Third-Party Cookies and Technologies

Some website functionality may be supplied by third-party providers. Depending on the services enabled on the website, these providers may place cookies or use similar technologies. Where such technologies are not strictly necessary and require consent, they will remain blocked until you have made the appropriate choice through our cookie consent system.

18. Cookie Consent

When you first visit our website, you may be shown a cookie consent banner. Depending on the cookies currently used, you may be given options to:

Accept All

Reject Non-Essential

Manage Preferences

You can decide whether optional cookies may be used. Your cookie preference may itself be stored in a strictly necessary cookie so that the website remembers your selection.

You can change or withdraw your consent later using the Cookie Settings option available on the website.

19. Cookie Management System

We use a cookie consent management system to manage cookie preferences and, where applicable, identify cookies and similar technologies present on the website.

The exact cookies used by the website may change when plugins, website functionality or third-party services are added, removed or updated. A current cookie declaration, including information about identified cookies, their purpose, category and duration, may be provided through our cookie management system.

The current cookie list may be generated and updated automatically following a cookie scan.

20. How Long Cookies Remain on Your Device

Cookies may be either session cookies or persistent cookies. Session cookies normally expire when you close your browser. Persistent cookies may remain on your device for a specified period or until they are manually deleted.

Where available, information about the duration of individual cookies will be displayed within our cookie settings or cookie declaration.

21. Managing Cookies Through Your Browser

You may also manage or delete cookies through your web browser. Most browsers allow you to block cookies, delete existing cookies or restrict certain types of cookies.

Please note that blocking strictly necessary cookies may prevent some parts of the website from working correctly.

You can also manage privacy, cookies and site data directly in your browser. Browser menus may change between versions, so the links below lead to the official support instructions maintained by each browser provider.

Google Chrome

Open Chrome and go to Settings > Privacy and security > Third-party cookies. From there you can allow or block third-party cookies, view site data and delete cookies for all sites or individual websites.

Official instructions: [Google Chrome - Delete, allow and manage cookies](#)

Safari on Mac

In Safari, choose Safari > Settings > Privacy > Manage Website Data. You can review websites that have stored cookies or other website data and remove selected data or all stored website data.

Official instructions: [Apple Safari - Manage and clear cookies on Mac](#)

Safari on iPhone and iPad

On iPhone or iPad, Safari privacy and cookie controls are available through Safari settings. You can also clear browsing history, cookies and website data from the device. The exact menu names may vary depending on the version of iOS or iPadOS.

Official instructions: [Apple Safari - Clear cache and cookies on iPhone](#)

Mozilla Firefox

Open Firefox Settings and select Privacy & Security. Cookie controls are available under Enhanced Tracking Protection and Cookies and Site Data, where you can review, delete or restrict stored cookies and website data.

Official instructions: [Mozilla Firefox - Cookies and site data](#)

Microsoft Edge

Open Edge and go to Settings > Privacy, search, and services > Cookies. You can view cookies, allow or block them, block third-party cookies and delete stored site data.

Official instructions: [Microsoft Edge - Manage cookies](#)

Opera

Open Opera Settings, then go to Advanced > Privacy & security > Site settings > Cookies and site data. You can control whether websites may save cookie data, block third-party cookies and configure site-specific exceptions.

Official instructions: [Opera - Web preferences and cookie settings](#)

Please note that disabling or deleting cookies may sign you out of websites, remove saved preferences or affect the functionality of certain website features.

DATA RETENTION AND YOUR RIGHTS

22. How Long We Keep Personal Information

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected and to comply with applicable legal, accounting, tax, regulatory and insurance requirements. Retention periods depend on the type of information and why it is being processed.

For example, booking and client information may need to be retained to manage services, complaints, insurance matters or potential legal claims. Financial records may be retained for the period required under applicable tax and accounting legislation. Training and certification information may be retained where reasonably necessary to verify attendance, qualifications or certificates. Marketing information will generally be retained until you unsubscribe, withdraw consent or the information is no longer required.

23. How We Protect Your Information

We take reasonable technical and organisational measures designed to protect personal information from unauthorised access, loss, misuse, alteration, disclosure or destruction.

Access to personal information is limited where appropriate and we use service providers and technical controls intended to maintain the security of our systems and information. No electronic transmission or storage system can, however, be guaranteed to be completely secure.

Where appropriate, our safeguards may include encrypted email platforms, secure training or booking management systems and restricted-access internal files.

24. Marketing Communications

Where permitted by law, we may send information about our services, training courses or offers. Where consent is required, such communications will only be sent after consent has been provided.

You can unsubscribe or withdraw your marketing consent at any time by contacting Anna.education.info@gmail.com. Where an unsubscribe facility is included within a marketing communication, you may also use that option.

25. Your Data Protection Rights

Depending on the circumstances, UK data protection law may give you rights including:

- The right to access personal information we hold about you
- The right to request correction of inaccurate or incomplete information
- The right to request deletion of your information in certain circumstances
- The right to request restriction of processing
- The right to object to certain processing
- The right to data portability in applicable circumstances
- The right to withdraw consent where processing is based on consent
- The right to object to direct marketing

You will not normally be required to pay a fee to exercise these rights, although we may need to verify your identity before responding.

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

26. Complaints

If you have concerns about how your personal information is being handled, please contact us first so that we can investigate your concerns. You also have the right to complain to the UK supervisory authority:

Information Commissioner's Office (ICO)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
United Kingdom
Telephone: 0303 123 1113

27. Children's Privacy

Our website and professional training services are not primarily directed at children. Where a service may be provided to a person under the age of 18, additional information or consent from a parent or legal guardian may be required depending on the circumstances and nature of the service.

28. External Links

Our website may contain links to websites operated by third parties. When you follow an external link, the third party may process your personal information according to its own privacy policy. We are not responsible for the privacy practices or content of independent third-party websites.

29. Changes to This Privacy & Cookie Policy

We may update this Privacy & Cookie Policy from time to time to reflect changes to our services, website functionality, service providers, cookies or legal requirements. The latest version will be published on this website together with the date of the most recent update.

30. Contact Us

If you have questions about this Privacy & Cookie Policy, your personal information or the cookies used on this website, please contact:

Anna Filip Nails and Beauty Academy

Owner: Anna Filip

Website: annafilipacademy.co.uk

Email: Anna.education.info@gmail.com

Telephone: 07916 531707

TERMS & CONDITIONS

31. Booking and Appointments

Bookings for beauty services and appointments are confirmed only after payment of a 50% deposit.

Any cancellation or request to reschedule an appointment must be made at least 48 hours before the scheduled appointment. Where at least 48 hours notice is provided, the deposit may be refunded or transferred to a new appointment, as applicable. If less than 48 hours notice is provided, or if you fail to attend, the 50% deposit will be forfeited and will not be refundable, subject to your statutory rights.

The remaining balance for a beauty appointment is payable on the day of the appointment unless otherwise agreed in advance.

Anna Filip Nails and Beauty Academy reserves the right to cancel or reschedule an appointment due to unforeseen circumstances. In such cases, you will be offered an alternative date or a full refund of any deposit paid.

32. Course Bookings and Training

A 50% deposit is required to secure a place on a course or training session.

Requests to change the training date or cancel a course booking must be made at least 48 hours before the scheduled start time. Cancellations are accepted in justified circumstances. Wherever reasonably possible, we will first aim to move the booking to another suitable training date rather than cancel the training.

Where an accepted cancellation is made at least 48 hours before the training, the deposit may be refunded. Where a training date is changed with at least 48 hours notice, the deposit may be transferred to the new agreed date. Changes or cancellations requested less than 48 hours before the training, or failure to attend, will result in the 50% deposit being forfeited and non-refundable, subject to your statutory rights.

The remaining balance must be paid before the start of the course or training session unless otherwise agreed in writing.

Anna Filip Nails and Beauty Academy reserves the right to cancel or reschedule a course or training session due to unforeseen circumstances. In such cases, students will be offered an alternative date or a full refund of any deposit paid.

33. Payments

Deposits and other payments may be made by bank transfer, card or another payment method accepted by Anna Filip Nails and Beauty Academy.

A booking is not treated as confirmed until the required deposit has been received.

34. Client and Student Responsibilities

Clients and students are responsible for providing accurate, complete and up-to-date information when making a booking or attending an appointment or training session.

Clients are responsible for following any pre-appointment instructions provided by Anna Filip Nails and Beauty Academy. We are not responsible for loss, damage or adverse outcomes that result from a client failing to follow such instructions, except where liability cannot lawfully be excluded or limited.

35. Refund and Cancellation Policy

A 50% deposit of the total service or course cost is required to secure a booking.

For beauty appointments, cancellation or rescheduling must be requested at least 48 hours before the scheduled appointment. If less than 48 hours notice is provided, or the client does not attend, the deposit will be forfeited and non-refundable.

For courses and training, cancellations are accepted in justified circumstances and must be requested at least 48 hours before the scheduled training. Wherever reasonably possible, rescheduling to another suitable date will be offered first. If less than 48 hours notice is provided, or the student does not attend, the deposit will be forfeited and non-refundable.

Where Anna Filip Nails and Beauty Academy cancels an appointment, course or training session and an alternative date cannot be agreed, any deposit paid for that booking will be refunded in full.

Nothing in these Terms & Conditions affects any rights you may have under applicable UK consumer law.

36. Course Materials

All course materials supplied by Anna Filip Nails and Beauty Academy remain the intellectual property of Anna Filip Nails and Beauty Academy. They are provided for the student's personal educational use and must not be resold, reproduced for commercial purposes or distributed without prior permission.

37. 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.

38. Changes to These Terms

We may update these Terms & Conditions from time to time to reflect changes to our services, booking procedures or applicable legal requirements. The latest version will be made available through our website or provided to clients and students where appropriate.

Website footer recommendation: [Privacy & Cookie Policy](#) | [Cookie Settings](#) | [Terms & Conditions](#)