

Privacy Policy

Last Updated: 18/11/2025

Ethereal Crystals and Reiki (“we”, “us”, “our”) is committed to protecting your privacy and ensuring your personal information is handled with care, transparency, and respect. This policy outlines how we collect, use, store, and share your information in accordance with the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles.

By using our website or engaging our services, you agree to the terms of this Privacy Policy.

1. Information We Collect

We may collect the following types of personal information:

1.1 Personal Identification

- Full name
- Email address
- Phone number
- Residential or postal address

1.2 Booking & Payment Information

- Appointment history
- Invoices and payment records
- Outstanding payments
- No credit card details are stored by Ethereal Crystals and Reiki; all card payments are handled through secure third-party processors.

1.3 Client & Wellness Information (Voluntary)

To support Reiki sessions, you may choose to share:

- Wellness concerns
- Emotional or energetic focus areas
- Session notes

This information is optional and only used to support your session.

1.4 Website & Online Data

- IP address
 - Page visits and session analytics
 - Contact form submissions
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2. How We Use Your Information

Your information may be used for:

- Providing Reiki services
 - Managing appointments and customer accounts
 - Sending booking confirmations, reminders, and follow-up messages
 - Contacting you regarding policies, updates, or important information
 - Maintaining records for taxation and administration
 - Enhancing and improving services or website performance
 - Managing payments and business operations
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3. Disclosure of Personal Information

We respect your privacy. We **do not** sell or trade your information.

We only disclose personal information in the following circumstances:

3.1 Service Providers

Only where reasonably necessary for business operations, including:

- Booking systems
- Email services
- Accounting or bookkeeping
- Payment processors

These providers access your information solely to perform required tasks.

3.2 Legal Compliance

We may disclose personal information if required by:

- Law

- Court order
- Government authorities

Only the necessary information will be provided.

****3.3 Debt Collection Agencies**

If a client fails to pay for products or services and **reasonable attempts to obtain payment have been unsuccessful**, Ethereal Crystals and Reiki **reserve the right** to provide *minimal necessary information* to a licensed debt collection agency.

This may include:

- Full name
- Contact details (email, phone, address)
- Invoice or appointment details
- Amount owing
- Records of attempts to resolve the matter

Only what is essential to recover the outstanding amount will be shared.

All agencies used will follow confidentiality and privacy obligations.

4. Storage & Security

We take reasonable steps to safeguard your personal information from:

- Loss
- Misuse or interference
- Unauthorised access
- Modification or disclosure

Protection measures include:

- Secure password-protected digital systems
- Encrypted communication platforms
- Restricted staff access (if applicable)

5. Access, Updates, & Corrections

You have the right to:

- Request access to the personal information we hold about you
- Request corrections if the information is inaccurate or outdated

To request access or updates, contact us at:

 info@etherealcrystalsandreiki.com

6. Data Retention

We retain client information for as long as necessary for:

- Legal and taxation compliance
- Professional recordkeeping
- Future booking and administrative needs

Wellness or session details can be deleted upon request, where legally permitted.

7. Your Rights

You may:

- Request access to your personal data
 - Request corrections
 - Opt-out of marketing or newsletters
 - Request deletion of non-essential personal information (where compliant with Australian law)
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8. Cookies & Website Analytics

Our website may use cookies to improve user experience and track performance. You may disable cookies in your browser settings, though this may affect functionality.

9. Updates to This Policy

This Privacy Policy may be updated periodically.

Any changes will be published with an updated date at the top of this page.

10. Contact Us

For questions about this Privacy Policy or your personal information:

Ethereal Crystals and Reiki

 etherealcrystalsandreiki@gmail.com

 0421 517 515

