



# Privacy Policy

**Effective Date:** 29 January 2026

## 1. Introduction

Shanelle Underwood Violin is committed to protecting the privacy and confidentiality of personal information. This Privacy Policy explains how personal data is collected, used, and safeguarded when clients interact with the business or visit the website.

## 2. Information Collected

Shanelle Underwood Violin may collect the following types of information:

- Personal Details: Name, email address, phone number, event details, and how clients heard about the business.
- Event Information: Event dates, venue addresses, and specific performance requests.
- Payment Information: Payment details are handled via bank transfer, with invoices sent securely through Square.
- Website Information: Limited data collected via Wix to help improve the website experience.

## 3. How Information Is Used

Personal information is used to:

- Manage and facilitate bookings and event arrangements, including interstate bookings.
- Communicate with clients regarding enquiries and event details.
- Process payments securely.
- Improve the website and services based on feedback and general usage patterns.

## 4. Data Security and Retention

Shanelle Underwood Violin takes reasonable steps to protect personal information, including:

- Limiting access to personal data to authorised personnel, such as an accountant for tax purposes.
- Retaining personal information only as long as necessary for bookings, invoicing, and legal obligations (typically up to 7 years), then securely deleting it.

## **5. Data Sharing**

Personal information is not sold or shared for marketing purposes.

- Information may be shared with trusted service providers, such as accountants, under confidentiality agreements.
- Personal data may be disclosed where required by law or legal process.

## **6. Client Rights**

Clients have the right to:

- Access, correct, or request deletion of personal information.
- Withdraw consent for data collection or processing, unless required by law or for contractual purposes.

## **7. Cookies and Tracking**

The website is built on Wix, which may use cookies to improve the website experience. Clients can manage cookies via their browser or Wix settings.

## **8. Policy Updates**

This Privacy Policy may be updated periodically. Updates will be posted on the website, with significant changes communicated accordingly.

## **9. Contact Details**

For questions about this Privacy Policy or data handling practices, clients can contact:

Shanelle Underwood Violin

Email: [hello@shanelleunderwoodviolin.com](mailto:hello@shanelleunderwoodviolin.com)

Phone: 0467 020 407

Location: Queensland, Australia