SELKA

Privacy Policy

Last updated: September 2026

At Selka, your privacy is important to us. This Privacy Policy explains how Selka collects, uses, stores and protects your personal information when you visit our website, contact us or book a Reiki or crystal/sound bowl session.

1. Information We Collect

Depending on how you interact with Selka, we may collect:

- your name
- your phone number
- your email address
- booking and appointment details
- information you choose to provide when contacting us
- information relevant to your comfort or participation in a session, where you voluntarily provide it
- payment or transaction information where needed to provide our services

We aim to collect only information that is reasonably necessary for operating Selka and providing our services.

2. How We Collect Information

We may collect personal information when you:

- make an enquiry through our website
- complete a contact or booking form
- book an appointment
- contact us by phone, email or another communication method
- purchase a service or gift voucher
- communicate with us before or after a session

We may also receive limited technical information through website cookies or analytics tools.

3. How We Use Your Information

We may use your personal information to:

- respond to enquiries
- manage and confirm appointments
- provide Reiki and crystal/sound bowl sessions
- communicate with you about your booking
- process payments and maintain business records

- provide customer service
- improve our website and services
- send information, offers or promotions where you have consented or where otherwise permitted by law

We will not use your personal information for unrelated purposes unless permitted or required by law.

4. Health and Sensitive Information

Some information you choose to provide to Selka may be considered sensitive information under Australian privacy law. This may include information such as a health condition, pregnancy, injury, medication or another personal circumstance that is relevant to your comfort or participation in a session.

We will handle this information respectfully and only collect or use it where reasonably necessary and in accordance with applicable privacy requirements. You are not required to provide information that is not reasonably necessary for your session.

5. How We Store and Protect Your Information

Selka takes reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

Information may be stored electronically using secure systems and third-party service providers, such as website, booking, email, payment or accounting platforms.

We retain personal information only for as long as reasonably necessary for our business purposes or as required by law.

6. Sharing Your Information

Selka does not sell your personal information.

We may disclose information to trusted service providers where reasonably necessary to operate the business and provide our services. These providers may include website hosting, booking, payment, email, accounting and other business service providers.

We may also disclose personal information where required or authorised by law.

7. Overseas Service Providers

Some of the technology or service providers used by Selka may store or process information outside Australia. Where personal information is disclosed overseas, Selka will take reasonable steps to ensure it is handled in accordance with applicable privacy requirements.

8. Website Cookies and Analytics

Our website may use cookies or similar technologies to help the website function, understand how visitors use the website and improve our online services.

You can manage or disable cookies through your browser settings. Some website features may not function correctly if cookies are disabled.

9. Direct Marketing

Selka may contact you with information about services, offers or updates where you have consented or where otherwise permitted by law.

You can opt out of direct marketing communications at any time by contacting us or using the unsubscribe option provided in a marketing message, where available.

10. Accessing and Correcting Your Information

You may request access to the personal information Selka holds about you. You may also ask us to correct information that is inaccurate, incomplete or out of date.

To make a request, please contact Selka using the contact details below. We will respond within a reasonable timeframe and in accordance with applicable privacy requirements.

11. Privacy Complaints

If you have a concern about how Selka has handled your personal information, please contact us first so we can understand the concern and try to resolve it.

We will consider privacy complaints and respond within a reasonable timeframe. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) about your concern.

12. Children's Privacy

Selka's services are primarily intended for adults. We do not knowingly collect personal information from children except where a parent or guardian is involved and appropriate consent has been provided.

13. Changes to This Privacy Policy

Selka may update this Privacy Policy from time to time to reflect changes to our services, website, technology or privacy obligations. The updated version will be published on our website with a revised 'Last updated' date.

14. Contact Us

If you have any questions about this Privacy Policy or how Selka handles your personal information, please contact us:

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