



Privacy Policy

How we collect, use, protect, and share information for the Vee's Nail Studio website and booking system.

Effective date: May 27, 2026

This Privacy Policy explains how Vee's Nail Studio ("Vee's", "we", "us", or "our") collects, uses, discloses, stores, and protects personal information when you use our website, booking website, appointment services, email communications, and related online features.

This document is intended to be clear and practical. It is not a substitute for legal advice. If Vee's Nail Studio's operations change, this policy should be reviewed and updated.

1. Scope

This Policy applies to the main website (<https://veenailstudio.ca>), the booking website (<https://booking.veenailstudio.ca>), client accounts, online booking flows, booking-related emails, and related communications. It does not control third-party platforms such as Instagram, Google, Supabase, Brevo, or any payment/e-transfer provider, which have their own privacy practices.

2. Information We Collect

Account and contact information

- Name, email address, phone number, username, account login information, and optional profile details.

Booking and appointment information

- Appointment date and time, selected services, pricing options, design tier, removal requests, appointment notes, cancellation requests, booking status, and client history.

Deposit and payment-related information

- Deposit amount, payment method, whether an e-transfer was marked as sent or received, refund/credit status, final amount due, and payment notes. We do not intentionally collect full banking credentials through the website.

Authentication information

- If you sign in with Google or another identity provider, we may receive your email address, name, profile image, provider identifier, and related basic authentication details.

Technical information



- IP address, device/browser information, basic logs, timestamps, security events, and similar information used to operate, secure, and improve the booking system.

Design inspiration

- If you send nail design inspiration through Instagram or another messaging channel, that content is handled through that third-party platform and may also be reviewed by Vee's Nail Studio for appointment planning.

3. How We Use Information

- Create and manage client accounts.
- Process booking requests, appointment holds, confirmations, cancellations, rescheduling, deposits, credits, and refunds.
- Show booking history and appointment details to clients and authorized admins.
- Send account, authentication, booking, reminder, cancellation, and administrative emails.
- Maintain service quality, security, fraud prevention, audit logs, and operational records.
- Calculate website/booking fees and operational summaries for internal billing and accounting purposes.
- Comply with legal, tax, accounting, security, and dispute-resolution obligations.

4. No Sale of Data and No AI Training

We do not sell or rent client personal information. We do not use client personal information, booking details, design inspiration, messages, or appointment history to train external artificial intelligence or machine learning models.

We may use service providers that process data on our behalf to operate the website, booking system, authentication, email delivery, hosting, storage, and security. Those providers are not permitted by us to use client information for unrelated purposes.

5. Consent and Choices

By creating an account, booking an appointment, accepting policies, sending a deposit confirmation, or communicating with us, you consent to the collection and use of information needed to provide those services. You can choose not to provide certain information, but that may prevent us from creating an account, confirming a booking, or providing services.

6. Disclosure of Information

We may disclose information **only as needed** for the purposes described in this Policy, including to:

- Authorized Vee's Nail Studio staff/admins who need access to manage bookings and services.
- Technology providers such as database, hosting, authentication, storage, and email providers.
- Identity providers if you choose OAuth/social sign-in, such as Google.
- Professional advisors, accountants, or legal representatives if needed.
- Authorities or third parties where required by law, to protect rights, or to respond to lawful requests.

7. Third-Party Services



The booking system may rely on third-party services such as Supabase for authentication, database, and storage; Brevo or other providers for email delivery; Google for OAuth sign-in; and Instagram/Meta if you send design inspiration through Instagram. Your use of those third-party services may be governed by their own terms and privacy policies.

8. Security

We use reasonable administrative, technical, and organizational safeguards designed to protect personal information. These may include account authentication, role-based access controls, row-level security, audit logging, encrypted connections, and limiting admin access to authorized users. No method of transmission or storage is completely secure, so we cannot guarantee absolute security.

9. Retention

We keep personal information only as long as reasonably necessary for booking, service, legal, accounting, dispute-resolution, security, and operational purposes. Booking history, payment records, policy acceptances, and audit logs may be kept for longer periods where needed for recordkeeping, business operations, or legal compliance.

10. Access, Correction, and Deletion Requests

You may request access to, correction of, or deletion of your personal information by contacting us at admin@motchi.ca or through the contact method listed on our website. We may need to verify your identity before processing a request. Some information may need to be retained where required for legal, accounting, dispute-resolution, security, or operational reasons.

11. Children

Our online booking system is not intended for children to create accounts without appropriate consent. If we learn that we have collected information from a child without appropriate consent, we will take reasonable steps to delete or restrict that information where required.

12. International Processing

Some service providers may process or store information outside Ontario or Canada. Where this occurs, information may be subject to the laws of the jurisdiction where it is processed. We use service providers to operate the website, booking system, authentication, email, and related services.

13. Changes to This Policy

We may update this Privacy Policy from time to time. The updated version will be posted on our website with a new effective date. You will be notified through your preferred method of contact should any changes be made to our policies. Continued use of the website or booking system after changes are posted means you accept the updated Policy, where permitted by law.

14. Contact

For privacy questions, account requests, or concerns, contact Vee's Nail Studio through the contact method listed on <https://veenailstudio.ca> or by email at admin@motchi.ca. This email address may be used for automated booking messages and may not be monitored continuously, so urgent booking changes should be sent through the contact method identified in your booking emails or on the website.