

The Queen of Theme

Privacy Policy

Last updated: October 2026

The Queen of Theme respects your privacy and is committed to protecting the personal information you provide to us.

This Privacy Policy explains how The Queen of Theme collects, uses, stores and protects your personal information when you visit our website, make an enquiry, request a quote, make a booking or otherwise interact with us.

1. Information We Collect

We may collect personal information that you provide to us when you:

- submit an enquiry or booking form;
- request a quote;
- make or discuss a booking;
- contact us by email, phone or social media;
- communicate with us about your event or hire; or
- use our website.

Depending on your interaction with us, this may include:

- your name;
- email address;
- phone number;
- event date;
- event location or venue;
- number of guests;
- selected theme or products;
- delivery and collection information;
- information about venue access, parking or other practical requirements;
- details relating to your event or styling requirements; and
- any other information you choose to provide.

We may also collect limited information automatically when you use our website, such as your IP address, browser type, device information and information about how you interact with our website. This may occur through cookies and similar technologies used by our website provider and analytics services.

2. How We Use Your Information

We collect and use your personal information to:

- respond to enquiries;
- prepare and provide quotes;
- process and manage bookings;
- communicate with you about your event;
- arrange delivery, collection and styling services;
- provide and manage our hire services;
- process payments where applicable;
- manage invoices, agreements and other business records;
- improve our website, products and services;
- respond to questions, feedback or complaints; and
- comply with our legal and business obligations.

We will only use your information for purposes that are reasonably related to our business and your interaction with The Queen of Theme.

3. Marketing Communications

We may occasionally contact you about The Queen of Theme services, new themes, promotions or other relevant updates where permitted by law.

You can opt out of marketing communications at any time by contacting us or using the unsubscribe option provided in a marketing email.

We will not sell or rent your personal information to third parties for their own marketing purposes.

4. Sharing Your Information

We may share relevant personal information with trusted service providers where this is necessary to operate The Queen of Theme and provide our services.

These may include:

- our website and form provider, including Wix;
- payment processing providers;
- email and communication services;
- accounting and business administration services;
- delivery or courier providers;
- contractors or suppliers assisting with event styling or hire services; and
- professional advisers where reasonably necessary.

We only provide information that is reasonably necessary for the relevant service or purpose.

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

5. Wix and Other Service Providers

Our website is hosted and operated using third-party technology providers, including Wix.

Information submitted through our website may therefore be collected, processed or stored by Wix and its service providers in accordance with their own privacy policies and applicable laws.

You can view the Wix Privacy Policy on the Wix website.

6. Payments

Where payments are made through a third-party payment provider, your payment information is generally processed directly by that provider.

The Queen of Theme does not intend to store your complete credit or debit card details.

7. Photos and Social Media

We may photograph completed tablescapes or styling setups for use in The Queen of Theme's website, social media, marketing and promotional materials.

Where photographs include identifiable guests, we will seek appropriate permission before using those images for promotional purposes.

If you have any concerns about an image being used by The Queen of Theme, please contact us.

8. Cookies and Website Analytics

Our website may use cookies and similar technologies to provide functionality, understand how visitors use our website and improve our services.

Third-party services used on our website may also use cookies or similar technologies.

You can manage cookies through your browser settings. Disabling certain cookies may affect the functionality of the website.

9. How We Protect Your Information

We take reasonable steps to protect the personal information we hold from misuse, interference, loss and unauthorised access, modification or disclosure.

However, no method of transmitting or storing information online can be guaranteed to be completely secure.

10. How Long We Keep Your Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including to manage bookings, maintain business and financial records, resolve disputes and comply with legal obligations.

When personal information is no longer required, we will take reasonable steps to securely delete or de-identify it.

11. Accessing or Correcting Your Information

You may contact us to request access to personal information we hold about you or to ask us to correct information that is inaccurate or incomplete.

We may need to verify your identity before responding to a request.

12. Privacy Concerns and Complaints

If you have a question, concern or complaint about how The Queen of Theme has handled your personal information, please contact us using the details below.

We will review your concern and endeavour to respond within a reasonable timeframe.

If you are not satisfied with our response, you may have the right to make a complaint to the **Office of the Australian Information Commissioner (OAIC)**.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, website, services or legal obligations.

The updated version will be published on this page with the revised date.

14. Contact Us

If you have any questions about this Privacy Policy or how The Queen of Theme handles personal information, please contact us:

The Queen of Theme

Email: hello@thequeenoftheme.com.au

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