

# Privacy Policy

That Skin Clinic is committed to protecting the privacy and confidentiality of our clients' personal and health information. This Privacy Policy explains how we collect, use, store, and disclose your information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

## 1. Information We Collect

We may collect personal and sensitive information necessary to provide safe, effective, and appropriate treatments. This may include:

- Full name, date of birth, address, phone number, and email address
- Medical and health history, including medications, allergies, and relevant conditions
- Consultation notes, treatment records, and clinical observations
- Photographs taken for assessment, documentation, and treatment planning
- Payment and booking information

Health information is classified as sensitive information and is collected only where reasonably necessary for treatment.

## 2. How We Collect Information

Information is collected:

- Directly from you during consultations, treatments, and bookings
- Via online booking systems, intake forms, consent forms, or correspondence
- Through clinical photography (with appropriate consent)

## 3. Purpose of Collection

We collect and use your information to:

- Provide safe and appropriate cosmetic and skin treatments
- Assess suitability for treatments and manage clinical risk
- Maintain accurate medical and treatment records
- Communicate with you regarding appointments, aftercare, and services
- Meet legal, regulatory, insurance, and professional obligations

## 4. Storage & Security of Information

- All personal and health information is stored securely, either electronically or in physical form.
- Access is restricted to authorised staff only.
- We take reasonable steps to protect information from misuse, interference, loss, unauthorised access, modification, or disclosure.

## 5. Disclosure of Information

Your information will not be shared without your consent, except where:

- Required or authorised by law
- Necessary to prevent a serious threat to health or safety
- Required for insurance, legal, or regulatory purposes
- Shared with third-party service providers involved in clinic operations (e.g. booking software), who are required to comply with Australian privacy standards

## 6. Third-Party Systems

We use reputable third-party systems for:

- Online bookings
- Client communications
- Record keeping

These providers are selected based on their compliance with Australian privacy and data protection requirements.

## 7. Photography & Marketing

- Clinical photographs are taken for documentation and treatment planning purposes.
- Images will not be used for marketing or educational purposes without separate client consent.
- Clients may withdraw consent for marketing use at any time.

## 8. Access & Correction

You may request access to your personal information or request corrections if you believe it is inaccurate, incomplete, or out of date. Requests can be made in writing and will be responded to within a reasonable timeframe.

## 9. Retention of Information

We retain client records for the period required by law and professional guidelines. When information is no longer required, it is securely destroyed or de-identified.

## 10. Complaints

If you believe your privacy has been breached, you may contact us directly. We take privacy complaints seriously and will investigate and respond promptly. If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC).

## 11. Policy Updates

This Privacy Policy may be updated from time to time. The most current version will always be available on our website.

## 12. Contact

For privacy-related enquiries, requests, or complaints, please contact: That Skin Clinic

