



Medical Expertise State of the Art Equipment Personalised Care

Privacy Policy

At SkinSmart we respect your privacy and protect information with which you trust us. It is important to us that you know how your data is collected and used at SkinSmart Medical Services. We do not sell your information or share it with anyone else.

This policy establishes the reasons for collecting personal information, how the information will be used and to whom if necessary the information is disclosed.

The Privacy Act gives individuals the right to complain if you think we have not complied with the Australian Privacy Principles in handling your personal information. Should you have a complaint, please initially address your complaint in writing to info@skinsmart.com.au. We will respond to your complaint, usually within 72 hours, and liaise with you during the period of the investigation. Please also note that an individual has the right to contact the Office of the Privacy Commissioner on 1300 363 992 or go to <http://www.privacy.gov.au/>.

Collection of Personal Information

SkinSmart Medical Services collects and holds information about patients / clients as necessary to ensure the proper functioning and operation of our medical clinic. The information is limited to that information which is directly provided by patients during registration. We also collect and hold changes to patient and client details when a patient updates their information with us. We may take and hold photographs of the patient; these are only for the purpose of rating treatment success by the doctor and patient.

The patient

You have a right to know what information we collect about you. You may seek access to the personal information we store about you, and request the correction of such information when required. We will take reasonable steps to ensure that your personal information we store and use is accurate, complete and up-to-date.

Storing information

We only gather and use personal information for the primary purpose for which it was collected.

We generally store your address, telephone numbers, email, Medicare Number and other contact details; your date of birth, marital status; your medical history and other medical information relating to treatment at our clinic; we may store photographs of you.

The storage and use of your personal information will be undertaken in a secure manner that protects your privacy.

In circumstances where the information we hold is no longer required by us and we are not required by law to retain the information and we will take reasonable steps to destroy the information in a manner that protects the privacy of the information ensuring that it is de-identified.

Disclosing your information

We do not disclose your information – should an occasion arise where such a request is made, your information will not be provided without your express permission. All employees at our Clinic are aware of our Privacy Policy in terms of protecting the privacy of personal information and of the legislation regarding this.

Direct Marketing

From time to time we may use personal information for the purpose of direct marketing by us if we have directly collected the information from you and you would reasonably expect us to use the information for that purpose.

We will provide a simple means by which you can easily request not to receive direct marketing from our organisation. You may request at any stage that we cease direct marketing to you.

We will not provide your details to any other organisations for the purpose of direct marketing.

