Medi-Refine Aesthetics

Privacy Policy

Our Commitment

Medi-Refine Aesthetics is committed to protecting your privacy and handling your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This Privacy Policy explains how we collect, use, store and protect your personal information.

Information We Collect

We may collect your name, date of birth, address, telephone number, email address, emergency contact details, medical history, medications, allergies, consultation notes, treatment records, clinical photographs (where consent has been provided), payment information and correspondence relating to your treatment.

How We Use Your Information

We use your information to provide safe treatment, maintain accurate medical records, manage appointments, respond to enquiries or complaints, comply with legal and professional obligations and improve our services.

Clinical Records

Medical records are created for every client and are retained in accordance with legal, insurance and professional requirements. Access is restricted to authorised persons only.

Clinical Photography

Clinical photographs may be taken to document treatment progress and outcomes. Images used for marketing purposes will only be used where separate consent has been provided. You may withdraw marketing consent at any time.

CCTV and Audio Recording

Medi-Refine Aesthetics operates CCTV with audio recording throughout the clinic. As a sole practitioner, CCTV is used to protect the safety and security of clients, the practitioner and clinic property. Recordings may be reviewed where necessary to investigate incidents, complaints, insurance claims or criminal activity. Access is strictly limited, recordings are

retained only for a limited period unless required for an ongoing investigation, and appropriate CCTV signage is displayed within the clinic.

Sharing Your Information

Your personal information will never be sold. Information may only be shared where necessary with healthcare professionals involved in your care, professional indemnity insurers, legal advisers or regulatory authorities where required by law.

Data Security

Your information is stored securely using appropriate physical and electronic safeguards to protect against unauthorised access, loss or misuse.

Retention of Records

Records are retained in accordance with applicable legal, insurance and professional requirements before being securely destroyed.

Your Rights

Under UK GDPR you have the right to access your personal information, request correction of inaccurate information, request restriction of processing where applicable, object to certain processing activities, withdraw marketing consent at any time and lodge a complaint with the Information Commissioner's Office (ICO).

Contact

For questions regarding this Privacy Policy or your personal information, please contact:

Medi-Refine Aesthetics
Email: contact@medi-refine.co.uk