Privacy Policy: The Skin Clinicians

Last updated: 15 October 2026

Our commitment to privacy

The Skin Clinicians is committed to protecting your personal information and handling it in accordance with applicable Australian privacy laws, including the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), the Spam Act 2003 (Cth) and applicable health records legislation.

We recognise the sensitive nature of medical, skin and cosmetic treatment information. We collect, use, disclose, store and manage personal information fairly, lawfully and transparently, and take reasonable steps to protect it from misuse, interference, loss, unauthorised access, modification or disclosure.

This Privacy Policy explains how we handle personal information and how you may exercise your privacy rights.

Personal information we collect

We may collect personal information including your name, preferred name, contact details, date of birth, gender, emergency contact details, Medicare or private health insurance details where relevant, payment information, appointment history, communications with us and information provided through our website or forms.

We may also collect sensitive information, including health information such as your medical history, medications, allergies, previous treatments, diagnoses, clinical assessments, treatment plans, consent forms, adverse reactions, clinical photographs and videos.

We may collect information from you directly, including when you:

- Submit an enquiry through our website or social media channels.
- Book or change an appointment.
- Complete a consultation, intake or consent form.
- Attend a consultation or treatment.
- Communicate with us by telephone, email, SMS, online messaging or in person.
- Make a payment or request a refund.
- Provide feedback or make a complaint.

Where reasonably necessary, we may also collect information from a person authorised to act for you, a referring or treating healthcare provider, an insurer, or another person involved in your care. We will generally seek your consent before collecting health information from another source unless collection is authorised or

required by law, reasonably necessary for your care, or otherwise permitted under the APPs.

Collection notice

When we collect personal information from you, we will take reasonable steps to ensure that you are aware of, or can reasonably ascertain:

- Our identity and contact details.
- The fact that we are collecting your information.
- The purposes for which we collect, hold, use and disclose it.
- The main consequences, if any, if you do not provide information requested by us.
- How you may access or correct your information.
- How you may make a privacy complaint and how we will handle it.

We collect health information because it is necessary to assess your suitability for treatment, provide safe and appropriate care, establish and maintain your clinical record, monitor treatment outcomes, respond to adverse events and meet legal, regulatory and professional obligations.

If you do not provide information required for these purposes, we may be unable to provide some or all services, assess your suitability for treatment, respond appropriately to a medical issue, or communicate with you effectively.

How we use and disclose personal information

We may use and disclose personal information for the purposes described in this policy, including to:

- Respond to enquiries and requests for information.
- Manage appointments, bookings, cancellations and communications.
- Assess your health, suitability for treatment and individual clinical needs.
- Provide medical, skin and cosmetic services.
- Maintain accurate clinical and administrative records.
- Monitor treatment progress, outcomes and adverse events.
- Coordinate care with other healthcare providers where appropriate.
- Process payments, refunds and related administration.
- Manage patient safety, complaints, incidents and quality improvement.
- Meet legal, regulatory, professional and insurance obligations.
- Establish, exercise or defend legal claims where permitted by law.
- Send service related communications.

We may disclose relevant information to authorised clinicians and staff, healthcare providers involved in your care, pathology or diagnostic providers, pharmacies,

insurers, payment providers, bookings and practice management providers, information technology and cloud-storage providers, professional advisers, auditors, regulators, law enforcement bodies and emergency services where appropriate or required.

We do not sell your personal information.

Sensitive information and consent

We will only collect, use or disclose sensitive information where permitted by law. Where required, we will obtain your consent. Consent must be voluntary, informed, specific and current, and you may withdraw consent at any time, subject to legal or clinical limitations.

Withdrawing consent may affect our ability to provide particular services.

You may ask us not to collect particular information, but we may be unable to provide safe or appropriate treatment if the information is reasonably necessary for your care.

Clinical photographs and videos

Clinical photographs and videos may be collected and retained as part of your clinical record for assessment, treatment planning, documentation, comparison and monitoring treatment progress.

We will not use your clinical photographs or videos for marketing, social media, publicity, research or other promotional purposes without your separate consent.

Direct marketing and communications

We may send you service / treatment related communications, including appointment confirmations, reminders, treatment instructions, follow-up messages, invoices and other communications reasonably necessary to provide or administer our services.

Overseas disclosures

Some service providers we use may store, process personal information outside Australia. These may include cloud-based booking, medical-record, email, messaging, payment and website providers.

We currently use Timely as a cloud-based booking and medical-record system. Depending on the provider’s infrastructure and support arrangements, information may

be stored or accessed in countries including the United States, New Zealand, Singapore, the United Kingdom or other countries notified by the relevant provider. These arrangements may change.

Before disclosing personal information overseas, we will take reasonable steps required by the APPs, including assessing the provider's privacy and security arrangements and, where appropriate, requiring contractual protections. In some circumstances, Australian privacy law may not apply to the overseas recipient, and we may not be able to ensure that the recipient complies with the APPs.

Government related identifiers

We will not use or disclose a government related identifier unless permitted by law, including where reasonably necessary to verify your identity for a medical activity or function, fulfil an obligation to a government agency, or otherwise comply with the APPs.

Where we collect government related identifiers, we will take reasonable steps to protect them and will not use them as our general patient or account number.

Data quality

We take reasonable steps to ensure that personal information we collect, use or disclose is accurate, complete and up to date, and relevant to the purpose for which it is handled. Please tell us promptly if your details or circumstances change.

Storage, security and destruction

We use Timely as our cloud-based booking and medical-record system. We may also maintain information in other electronic systems and paper records.

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure. These steps may include access controls, staff confidentiality obligations, secure systems, authentication, backups, monitoring and secure disposal procedures.

No electronic system or method of transmission can be guaranteed to be completely secure. You should take care when sending information electronically and contact us promptly if you believe your information has been compromised.

We retain personal and health information for as long as reasonably necessary to provide care and meet applicable legal, regulatory, professional, insurance and recordkeeping obligations. When information is no longer required, we take reasonable

steps to securely destroy or de-identify it unless retention is required or permitted by law.

Data breaches

We assess suspected or actual privacy breaches and take reasonable steps to contain and investigate them. Where required under the notifiable Data Breaches scheme or other applicable law, we notify affected affected individuals and the relevant regulator.

Correction of personal information

We/You may request correction of personal information we hold about you if it is inaccurate, out of date or incomplete.

Privacy complaints

If you have a question or concern about how we handle your personal information, please contact us using the details below. Please provide sufficient information for us to investigate your concern.

We will acknowledge and investigate your complaint and respond within a reasonable period, generally within 30 days where practicable. We may need to request further information or verify your identity.

If you are dissatisfied with our response, or if we do not respond within a reasonable period, you may contact the Office of the Australian Information Commissioner (OAIC).

Website: https://www.oaic.gov.au
Telephone: 1300 363 992

Contact: The Skin Clinicians

The Skin Clinicians
Address: PO Box 3219, Norman Park, Qld., 4170
Email: info@theskinclinicians.com.au
Telephone: 07 3899 8808

Changes to this policy

We may update this Privacy Policy to reflect changes to our services, systems, information handling practices or legal obligations. The current version will be published on our website with its latest update date. This policy does not limit any

rights you may have under the Privacy Act 1988 (Cth), the APPs or other applicable laws.