

# Privacy Policy : The Good Skin Place

At The Good Skin Place, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to Elizabeth Dell [info@goodskinplace.com](mailto:info@goodskinplace.com) or by writing to Elizabeth Dell, The Good Skin Place, 4a Liberator House, Prestwick International Airport, Prestwick KA9 2PT. Tel 07849744536.

## Who are we?

The Good Skin Place, a UK registered company delivering advanced skin treatments which utilise industry leading technologies, carefully selected cosmeceutical products and skilled, licenced practise. The Good Skin Place is the trading name of the UK registered company Think Aesthetics SC553943 (formerly MutiSkin). The registered address is Westercroft, Symington, Ayrshire KA2 9AT.

## How do we collect information from you?

We obtain information about you when you use our website, for example, if you register to receive one of our newsletters, or contact us in order to make an appointment.

## What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you purchase a product from us, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

## How is your information used?

We may use your information to:

- to carry out our obligations arising from any agreements entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. activities, promotions of our associated companies goods and services
- Maintain a record of treatments, health, protocols specific to you. This will include notes, observations and photographs taken with your consent.

We review our retention periods for personal information on a regular basis). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

## Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

We may share your contact information with your consent as part of a referral to another healthcare professional, or professional dealing in wellbeing, nutrition, beauty or aesthetics. We may write to a healthcare professional in referring your case, but will only do this with your consent.

## **Your choices**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about new treatments, products, offers and services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [info@goodskinplace.com](mailto:info@goodskinplace.com)

## **How you can access and update your information**

The accuracy of your information is important to us. We will from time to time check with you when you visit to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [info@goodskinplace.com](mailto:info@goodskinplace.com).

You have the right to ask for a copy of the information The Good Skin Place holds about you.

## **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it's treated securely.

This website is protected by SSL encryption. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

## **Profiling**

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you..

## **Use of 'cookies'**

The Good Skin Place does not use cookies to track your use of our website. We do however use Google analytics to provide anonymised data about use of the website.

## **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## **16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

## **Website recording**

Our web site may also use the mouseflow web site recording service. Mouseflow is a product that has been developed to record mouse clicks, mouse movements, page scrolling and any text keyed into website forms. The information collected does not include any sensitive personal data. Data collected by Mouseflow is for The Good Skin Place internal use only to improve our website usability and is stored and used for aggregated and statistical reporting.

## **Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in November 2019.