



PEREGIAN SKIN STUDIO PRIVACY POLICY AND TERMS AND CONDITIONS

ACCEPTANCE OF POLICIES, TERMS AND CONDITIONS

By accepting a booking at Peregian Skin Studio it is agreed that each client accepts and agrees to the following Policies, Terms and Conditions.

The following document sets out the Privacy Policy and Terms and Conditions for Peregian Skin Studio in compliance with Australia's National Privacy Laws. These are mainly found in the Privacy Act 1988 as amended time to time and the Australian Privacy Principles in the Privacy Act.

This Privacy Policy details the practices and information that is collected so you can be confident about the information you provide to Peregian Skin Studio.

This Privacy Policy applies to Peregian Skin Studio's website and all services provided. By visiting and/or using this site you agree to the terms of this policy, and you consent to the use and disclosure of your personal information in accordance with what is set out below.

This site is owned by Peregian Skin Studio and may be accessed in Australia and overseas.

COLLECTION OF PERSONAL INFORMATION

Peregian Skin Studio collects personal information for:

- services and products provided
- treatments provided to suit your concerns
- providing information about business functions and activities for marketing purposes
- managing and running the website and social media platforms
- complying with legal obligations relevant to your enquiries

Information is generally collected in person, via phone, email, social media, by filling out a form or through website enquiries.

You can request not to submit this information by contacting Peregian Skin Studio in writing at: Peregian Skin Studio, 6 Indigo Court, Peregian Springs, QLD, 4573.

WHAT IS PERSONAL INFORMATION?

Personal information is information that can be used to identify you and includes but is not limited to name, address, phone number, date of birth and email address.

USE AND DISCLOSURE OF PERSONAL INFORMATION

Personal information provided by you will only be used for the purpose for which you provided it and for other activities that directly relate to that primary purpose.

By filling in your personal information you agree to be contacted by Peregian Skin Studio including via email, SMS and social media. This allows us to provide you with further information on products and services.

You may opt-out of receiving messages and mail at any time by clicking on the 'Unsubscribe' link in the email, or by contacting Peregian Skin Studio at 6 Indigo Court, Peregian Springs, QLD, 4573.

Peregian Skin Studio may also use or disclose your personal information where you have consented, either expressly or by implication.

SHARING OF YOUR PERSONAL INFORMATION

Peregian Skin Studio will not sell, rent or trade your personal information to, or with any third parties. Personal information may be disclosed to external service providers in the circumstances discussed below. Peregian Skin Studio may share your personal information with external service providers who perform services on our behalf. For example, information technology service providers, social media platforms, marketing and communications agencies, mailing houses, courier services, debt collectors and so forth. Services may be used to:

- handle the processing of payments
- provide data storage
- host websites
- fulfil orders and shipments
- assist in direct marketing
- conduct audits
- assist in analysing
- help measure the effectiveness of our advertising

Those companies will be permitted to obtain only the personal information they need to provide the service. They are required to maintain the confidentiality of the information and are prohibited from using it for any other purpose. Peregian Skin Studio will take all reasonable steps to make sure they comply with the same privacy principles that govern our collection of your personal information. Some of these service providers may be overseas. Peregian Skin Studio will work hard to ensure service providers to whom we give your personal information will comply with the same privacy principles, however this cannot be guaranteed.

By giving Peregian Skin Studio your personal information, you consent to the disclosure of personal information to overseas service providers who may not comply. Your information will be disclosed when we are obliged or permitted by law.

If you post or send offensive, inappropriate or objectionable content anywhere to this website or social media, or otherwise engage in any disruptive behaviour, Peregian Skin Studio can use whatever information is available about you, to stop such behaviour. This may involve informing relevant third parties such as your employer, internet provider and law enforcement agencies.

USE OF YOUR PERSONAL INFORMATION

From time to time, Peregian Skin Studio may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If information practices change at some time in the future, we will use information provided for these new purposes only. Data collected from the time of the policy change will hence forth adhere to the updated practices.

MARKETING

Peregian Skin Studio may send you surveys or marketing communications to inform you of new products or services or other information that may be of interest. If you do not want to receive direct marketing communication, it is easy to opt out. Please send an email request to peta@peregianskinstudio.com.au Please keep in mind that if you choose not to receive marketing communications, you will continue to receive transactional or account communications such as confirmation emails and SMS.

CHANGES TO THIS PRIVACY POLICY

Peregian Skin Studio reserves the right to make amendments to this Privacy Policy at any time. Any modifications made to the Privacy Policy will be effective immediately.

ACCESSING YOUR PERSONAL INFORMATION

You have a right to access your personal information, subject to exceptions allowed by law. If you would like to do so, please contact Peregian Skin Studio by email or phone. You may be required to put your request in writing for security reasons.

CANCELLATIONS

Beginning January 9th, 2023, when booking an appointment at Peregian Skin Studio, you will be required to make a \$50 deposit for your treatment. This deposit will be deducted from your treatment on the day you attend.

If you pay a booking fee but do not show for your appointment, your booking fee becomes non-refundable. If you contact Peregian Skin Studio and cannot attend your appointment because of a medical emergency or extreme unforeseen circumstances, your booking fee will be kept on file and applied to your next appointment.

It is understandable that last-minute cancellations can happen because of unforeseen circumstances, however, please keep in mind that Peregian Skin Studio is a small business without administration staff, and if 48 hours cancellation notice is not received, it is difficult to fill your vacant appointment.

Please make sure you confirm your appointment 48 hours prior to attending your treatment by responding promptly to the reminder email or SMS.

CLIENT CONSENT

All clients are expected to complete a Client Consent prior to their initial treatment. This consent collects personal information and ensures you provide detail required to ensure the treatment options are specific to your skincare needs.

Clients are expected to be open and honest in the information they provide on this consent form.

Risks are explained and clients are given time to read these at the time of their initial consultation. Client Consent forms are signed by all clients before treatments are performed, knowing they agree to these terms and conditions.

For safety reasons, if the Client Consent form is not signed, Peregian Skin Studio has the right to refuse service.

APPOINTMENT REFUSAL

Appointment refusal is connected to health and safety. Peregian Skin Studio has the right to refuse service because of any concerns such as lice, skin infections, open wounds and so forth. Refusal of service may also include those clients with a continuous cough or fever or rude/obnoxious behaviour. Thank you for your understanding.

LATE ARRIVALS

A 15 minute "grace period" is given for late arrivals. If a client doesn't show up after 15 minutes, the appointment may be treated as a no-show and 50% of the treatment cost charged to the client.

If the appointment does go ahead, adjustments will be made to the time allocated to the treatment.

Please understand that if you are repeatedly late, we will charge 50% of the service amount and require that you rebook your appointment.

"NO SHOWS"

A confirmation/reminder email and SMS are sent 48 hours and 24 hours respectively, prior to all treatments. Clients are expected to confirm their appointment, or it may be allocated to another customer. Any client who is a "no show" may be charged 100% of their appointment fee.

PRICING

Prices are provided on the website and social media. Clients can also discuss pricing at any time by phoning Peregian Skin Studio.

All prices are in Australian dollars (AUD).

Peregian Skin Studio has the right to charge interest and use a debt collector or solicitor to enforce payment.

CLIENT COMPLAINTS/FAILURE TO MEET CLIENT GUARANTEES

If a client has a complaint regarding the service they received or the results following a treatment performed at Peregian Skin Studio, they are expected to contact the clinic directly within 48 hours on the phone number provided on the website.

Client complaints will be responded to on a case-by-case basis. Peregian Skin Studio will not be liable if the client:

- changes their mind
- has a reaction because medical issues were not disclosed
- has a reaction following treatment because of their actions following treatment

GIFT VOUCHERS

Gift Vouchers purchased on or after 1st February 2021 are valid for three years from the issue date/purchase date. After these three years have passed, the gift voucher reaches its official 'expiry date'. Treat Gift Vouchers like cash. Please keep Gift Vouchers in a safe place. Lost or stolen Gift Vouchers cannot be replaced or refunded. Gift Vouchers cannot be redeemable for cash and cannot be exchanged. Gift Vouchers expire from the issue date as indicated above. Any unused amount after the expiry date on a Gift Voucher will not be credited or refunded.

CUSTOMER MEDICAL ISSUES

Peregian Skin Studio requires all clients to openly provide notice if they:

- are pregnant
- have skin conditions or allergies
- are receiving medical care from another health practitioner or doctor
- have had cosmetic injectables within two weeks of any treatment being performed in clinic.

If any client is in doubt about their medical circumstances, they are to seek medical advice prior to receiving any treatment at Peregian Skin Studio.

Whilst due care is taken in performing all treatments and providing advice, liability for any side effects which occur as a result of the client's own negligence will not be accepted.

CONSUMER GUARANTEES

In accordance with the Australian Consumer Law Peregian Skin Studio guarantees to provide services with due care and skill, that are fit for purpose, and within reasonable time.