

TE AMO AESTHETICS

PRIVACY, GDPR & INFORMATION STORAGE POLICY

Effective date: 30 September 2026

Business: TE AMO Aesthetics

Data Controller: TE AMO Aesthetics

Location: Lowergate, Clitheroe, Lancashire, UK

1. Our commitment to your privacy

At TE AMO Aesthetics, we respect your privacy and are committed to protecting your personal information.

This policy explains what information we collect, why we collect it, how we use and protect it, who we may share it with, and how long we retain it.

We process personal information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as applicable.

Because aesthetic treatments can involve information about your health, medical history, medication, allergies, previous treatments and other clinical information, some of the information we process may constitute **special category health data** and is treated with additional care and security.

2. Information we may collect

Depending on the services you use, we may collect:

- Your name and contact details
- Date of birth or age
- Address where required
- Emergency contact information where appropriate
- Appointment and treatment history
- Consultation and consent information
- Medical history and relevant health information
- Allergies and known sensitivities
- Medication and relevant medical conditions
- Previous aesthetic or cosmetic treatments

- Information relevant to treatment suitability and contraindications
- Treatment notes and records
- Before, during and after-treatment photographs where appropriate
- Payment and transaction information
- Correspondence between you and TE AMO Aesthetics
- Information provided through our website, booking system, email, telephone, social media or messaging services

We only collect information that is reasonably necessary for the purposes for which it is being processed.

3. Why we use your information

We may use your information to:

- Arrange and manage appointments
- Carry out consultations and treatment assessments
- Determine whether a treatment is appropriate and safe
- Maintain accurate treatment records
- Provide appropriate aftercare
- Contact you regarding appointments and treatment-related matters
- Respond to enquiries
- Process payments and maintain financial records
- Manage complaints, concerns or disputes
- Meet legal, regulatory, insurance and professional obligations
- Protect the health, safety and welfare of clients
- Improve our services
- Maintain appropriate business records
- Send marketing communications where you have provided the appropriate consent or where otherwise permitted by law

We will not collect or use personal information for purposes that are incompatible with the reason it was originally collected without an appropriate lawful basis.

4. Health and medical information

Information concerning your health is classed as **special category personal data** under UK GDPR and requires additional protection.

Where we collect health information, we will only collect information that is relevant to your treatment, safety, aftercare or our legal/professional obligations.

We will take appropriate measures to restrict access to health information to people who have a legitimate reason to access it.

You should provide accurate and complete information during your consultation and notify us if relevant circumstances change.

5. Photographs and before & after images

Photographs may be taken where they are clinically or professionally useful for:

- Assessing your treatment
- Recording treatment progress
- Monitoring results
- Maintaining accurate treatment records
- Supporting aftercare
- Documenting outcomes

Treatment photographs form part of your confidential client record where they are taken for clinical or record-keeping purposes.

We will not use your photographs for marketing, advertising, social media, our website or other promotional purposes without the appropriate permission/consent.

Marketing consent is separate from consent to receive treatment and is not a condition of receiving treatment.

6. Lawful basis for processing

We process personal information using the lawful basis appropriate to the particular activity.

Depending on the circumstances, this may include:

- **Performance of a contract** – for example, arranging and providing services you have requested.
- **Legal obligation** – where we are required to retain or provide information by law.
- **Legitimate interests** – where processing is necessary for legitimate business purposes and your rights and interests are appropriately protected.
- **Consent** – where consent is required, including certain marketing activities and use of photographs for promotional purposes.

Where special category health information is processed, an additional Article 9 condition under UK GDPR will also be required.

7. Who may have access to your information?

Your information is treated as confidential.

Information may be accessed by TE AMO Aesthetics personnel who require it to provide services or manage the business.

Where necessary, information may also be processed by trusted third-party service providers, such as:

- Appointment and booking systems
- Payment providers
- IT and cloud storage providers
- Email or communication providers
- Accountants or professional advisers
- Insurers or legal advisers
- Regulators or authorities where disclosure is legally required

Where third-party organisations process personal data on our behalf, we take appropriate steps to ensure that they provide suitable data protection and security.

We will not sell your personal information to third parties.

8. When information may be shared

We will only disclose personal information where there is an appropriate lawful basis.

This may include circumstances where:

- You have requested or authorised the disclosure
- Disclosure is necessary for your treatment or safety
- We are required to comply with a legal obligation
- Disclosure is necessary to establish, exercise or defend legal claims
- Disclosure is necessary to protect someone's vital interests in an emergency

For example, where appropriate and lawful, relevant information may be shared with another healthcare professional involved in your care.

We will only disclose information that is relevant and necessary for the particular purpose.

9. How we store and protect your information

TE AMO Aesthetics takes reasonable and appropriate technical and organisational measures to protect personal information against:

- Unauthorised access
- Accidental loss
- Theft
- Unauthorised alteration
- Unlawful disclosure
- Destruction or damage

Electronic information is stored using appropriate password protection, access controls and secure systems where available.

Paper records, where used, are kept securely and access is restricted to authorised individuals.

Access to confidential client information is limited to those who have a legitimate business or treatment-related need to access it.

We regularly review the information we hold and the security measures used to protect it.

10. Data retention and storage periods

We do not keep personal information indefinitely.

Personal information will be retained only for as long as it is reasonably necessary for the purpose for which it was collected, taking into account our legal, regulatory, insurance, professional and legitimate business requirements.

Client treatment and consultation records may need to be retained for an appropriate period after your last treatment, particularly where they may be relevant to treatment history, aftercare, complaints, insurance or potential legal claims.

Financial records will be retained where required for tax, accounting and legal purposes.

Marketing information will be retained only while there is a valid basis for doing so.

At the end of the applicable retention period, information will be securely deleted, destroyed or anonymised where appropriate.

UK GDPR does not prescribe one universal retention period for all personal information. Retention periods must be justifiable according to the purpose for which information is held.

11. Your data protection rights

Subject to applicable legal exceptions, you may have rights including:

- The right to be informed about how your information is used
- The right to access your personal information
- The right to request correction of inaccurate information
- The right to request deletion of information in certain circumstances
- The right to request restriction of processing in certain circumstances
- The right to object to certain processing
- The right to data portability where applicable
- The right to withdraw consent where processing is based on consent

Some rights are not absolute. For example, we may be required to retain certain information because of legal, regulatory, insurance or legal-claim requirements.

12. Marketing communications

Where required, we will obtain appropriate consent before sending marketing communications.

You can withdraw your marketing consent at any time.

Withdrawing consent for marketing will not affect your treatment or your ability to use TE AMO Aesthetics services.

You may also unsubscribe from electronic marketing communications using the relevant unsubscribe facility or by contacting us directly.

13. Cookies and website information

Our website may use cookies and similar technologies.

These may be used to ensure the website operates correctly, understand website usage, improve user experience and, where applicable, support marketing activities.

Further information about cookies and how they are used should be provided through our website's cookie notice.

14. Data breaches

If TE AMO Aesthetics becomes aware of a personal data breach, we will assess the incident and take appropriate steps to contain, investigate and remedy it.

Where required by data protection law, we will notify the Information Commissioner's Office (ICO) and/or affected individuals within the applicable legal requirements.

15. Accuracy of your information

We rely on clients providing accurate and up-to-date information.

Please tell us if your contact details, medical information, medication, allergies or other relevant circumstances change.

Keeping your information accurate is particularly important where it may affect treatment suitability or safety.

16. Confidentiality

Information provided to TE AMO Aesthetics during consultations and treatments is treated as confidential.

We will not discuss your treatment or personal information with friends, family members or other third parties without an appropriate lawful basis or your permission, except where disclosure is legally required or necessary to protect health or safety.

17. Complaints about your personal information

If you have concerns about how TE AMO Aesthetics has handled your personal information, please contact us in the first instance so that we can investigate and respond.

You also have the right to complain to the **Information Commissioner's Office (ICO)** if you believe your personal information has been handled unlawfully.

ICO website: <https://ico.org.uk/>

18. Changes to this policy

We may update this policy from time to time to reflect changes in our services, systems, legal requirements or data protection guidance.

The latest version will be made available through TE AMO Aesthetics.

CONTACT

If you have questions about this Privacy, GDPR & Information Storage Policy or wish to exercise your data protection rights, please contact:

TE AMO Aesthetics
Lowergate, Clitheroe, Lancashire
United Kingdom

Email: [INSERT BUSINESS EMAIL]
Telephone: [INSERT TELEPHONE NUMBER]

Policy last updated: 30 September 2026