

Assure Medispa
Western Australian Plastic Surgery Centre
Privacy Policy

About this policy

Assure Medispa and the Western Australian Plastic Surgery Centre (WAPSC) are committed to protecting the privacy of any personal information held about individuals in accordance with the applicable laws. Assure Medispa / WAPSC has implemented measures to comply with its obligations under the Australian privacy laws.

Why does Assure Medispa / WAPSC collect my personal information?

Assure Medispa / WAPSC collects your personal information to allow it to perform its business functions. For example, Assure Medispa / WAPSC may collect your personal information to enable you to participate in an Assure Medispa / WAPSC promotion or to allow Assure Medispa / WAPSC to market its current and future products and services to you.

What personal information does Assure Medispa / WAPSC collect?

The types of personal information Assure Medispa / WAPSC collects will depend on the nature of your dealings with Assure Medispa / WAPSC and may (but does not always) include:

- your name;
- gender;
- date of birth;
- address; and/or
- personal and/or work contact details (e.g. phone numbers and email addresses).

If necessary, Assure Medispa / WAPSC may also ask you to provide it with additional personal information from time to time.

Importantly, Assure Medispa / WAPSC does not collect any personal information it does not need to perform a business function, and generally it will not collect any information about you without your prior consent.

What if you don't provide Assure Medispa / WAPSC the personal information it requires?

If you can't, or won't provide Assure Medispa / WAPSC with the personal information it reasonably requires, Assure Medispa / WAPSC may be unable to provide you with the information, goods or services you have requested.

How does Assure Medispa / WAPSC collect my personal information?

Assure Medispa / WAPSC tries to collect personal information directly from you. That collection generally occurs when you:

- request information from, or have dealings directly with Assure Medispa / WAPSC;
- participate in a competition or trade promotion conducted by Assure Medispa / WAPSC or one of its promotional partners;
- participate in a survey conducted by Assure Medispa / WAPSC; or
- access or request information from the Assure Medispa / WAPSC website.

In some circumstances, however, Assure Medispa / WAPSC may also collect your personal information from third parties but, where it does so, it will ensure that it acts in accordance with the relevant privacy laws.

Assure Medispa / WAPSC will take reasonable steps to ensure that you are aware of the purposes for which it collects your personal information.

How does Assure Medispa / WAPSC use my personal information?

Assure Medispa / WAPSC uses your personal information for purposes including (but not limited to):

- providing you with the Assure Medispa / WAPSC goods or services you request;
- promoting and marketing Assure Medispa / WAPSC current and future products and services to you;
- informing you of upcoming events, special promotions and offers, discounts and other matters which Assure Medispa / WAPSC considers may be of interest to you;
- conducting research (including but not limited to client surveys) concerning Assure Medispa / WAPSC current and future products or services; and
- to improve the operation or navigation of the Assure Medispa / WAPSC website.

Assure Medispa / WAPSC may also use your personal information for other purposes not listed above which will be made obvious to you at the time Assure Medispa / WAPSC collects that information, or for such purposes as may be required or permitted by law.

You may always 'opt out' from receiving direct marketing information by emailing the privacy officer at specialists@assuremedispa.com.au.

Will Assure Medispa / WAPSC give your personal information to anyone else?

Assure Medispa / WAPSC will not disclose your personal information to any third party unless it has reasonable grounds to believe:

- you have authorised Assure Medispa / WAPSC to do so;
- your safety, or the safety of others in the community, is at risk; or
- Assure Medispa / WAPSC is required or permitted by law to do so.

If Assure Medispa / WAPSC provides your personal information to a third party, Assure Medispa / WAPSC generally requires the third party to protect your personal information in the same way Assure Medispa / WAPSC does.

Is my personal information secure?

Assure Medispa / WAPSC takes reasonable steps to ensure personal information it holds about you is protected from risks such as loss, unauthorised access, use, destruction, modification or disclosure. Assure Medispa / WAPSC only permits its authorised personnel or consultants to access your personal information for legitimate business purposes.

No data transmission over the internet is totally secure. As a result, any personal information you send to Assure Medispa / WAPSC over the Internet (including via email) is sent at your own risk.

If Assure Medispa / WAPSC determines it no longer requires your personal information, Assure Medispa / WAPSC will take reasonable steps to de-identify or securely destroy that information as soon as practicable.

Your rights of access and correction

The accuracy of your personal information is important. Assure Medispa / WAPSC takes reasonable steps to ensure personal information it holds about you is accurate, complete, up-to-date, relevant and not misleading. If you believe that any personal information Assure Medispa / WAPSC holds about you is incorrect, please contact Assure Medispa / WAPSC Privacy Officer by email to specialists@assuremedispa.com.au with details of the relevant updated information.

You have a general right to access the personal information Assure Medispa / WAPSC holds about you. You may contact Assure Medispa / WAPSC Privacy Officer to request details of your personal information by email to specialists@assuremedispa.com.au.

Assure Medispa / WAPSC can deny your request in some circumstances and, if it does so, will provide you with written reasons for that denial.

While there is no fee for requesting access to the personal information Assure Medispa / WAPSC holds about you, Assure Medispa / WAPSC reserves the right to charge a reasonable fee for the preparation and provision of that information to you.

Changes to this privacy policy

Assure Medispa / WAPSC reserves the right to change this Privacy Policy from time to time. If Assure Medispa / WAPSC change this Privacy Policy, it will post a copy of the updated policy on this website and your continued use of this website following that posting will constitute your acceptance of the terms of the updated policy.

How do I obtain more information or lodge a privacy complaint?

If you:

- require further information regarding this Privacy Policy or any other steps Assure Medispa / WAPSC has taken to protect your personal information or privacy; or
- have any concerns or a complaint regarding Assure Medispa / WAPSC privacy practices or its management of your personal information,

please contact Assure Medispa / WAPSC Privacy Officer by email to specialists@assuremedispa.com.au.

Assure Medispa / WAPSC will respond to your request within 20 business days.