

THE LITTLE
CLINIC
MEDICAL AESTHETICS

Terms and Conditions

Revised 2021

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General Information

- All patients are required to provide contact details; including address, telephone and email in order to secure an appointment.
- All clients will complete a medical history form at their first appointment, this is necessary to inform the consultation and treatment planning process.
- All information will be treated as confidential and protected in accordance with Data Protection legislation
- Patient information will not be shared with third parties without written permissions and you will not receive unsolicited information from us.
- You may choose to remove yourself from our mailing list at any time, by unsubscribing.

Children

- We do not treat children or young adults under the age of 18 without prior arrangement.
- Please do not bring children to the clinic unless they are old enough to be left unsupervised.
- Children will not be allowed to accompany you into the treatment rooms.

Appointment and Cancellation Policy

- Please provide as much notice as possible, if you need to cancel or reschedule your appointment, so that we may make best use of our appointment diary.
- New patient consultations require a nominal fee of £50. This is payable on booking and is redeemable against treatments undertaken within 1 month of the consultation.
- A £50 deposit is required for all bookings requiring treatment. This is refundable on attendance, to mitigate missed appointments.
- The Little Clinic Medical Aesthetics operates a 3 working day cancellation policy. If you do not attend a booked appointment, and fail to advise us in advance, a £50 non-refundable booking fee will be charged to make another appointment. If we hold a deposit on account this will be forfeited.
- If you are undergoing a course of treatment as part of a package, and fail to attend or do not provide 3 working days' notice of cancellation or change, the treatment will be forfeited.
- Please do NOT attend the clinic for an appointment if you are unwell. If you are unsure, please call and discuss. Many treatments are contraindicated if you are unwell; this includes colds, cold sores or local skin infections.
- Routine review appointments are offered after treatment with Botulinum Toxin as a courtesy. If you are unable to attend the review appointment at 2-3 weeks, no additional treatment or 'top up' is provided once the review period of 2-3 weeks has passed.
- New patients are seen for consultation and assessment; treatment is not recommended on the first visit, to allow adequate cooling off period, but may be provided if the patient and practitioner deem suitable.
- We reserve the right to refuse treatment where our clinicians deem it inappropriate for any reason and the clinician's decision is the final in this regard.

Payments and Refund Policy

Payment

- Consultations will be subject to a £50 fee, payable on booking. This is redeemable against treatment carried out within one month of consultation.
- You will be advised of the full costs of any treatment plan proposed and agreed, including that of any maintenance treatment, before any treatment is undertaken.
- Payment is taken, in full at the time of treatment.
- The clinic accepts cash, or bank transfers.
- A discretionary deposit will be taken for some treatments and in some circumstances

Refunds

As explained on our consent form, clients will be expected to pay for additional treatment if the original treatment does not achieve the desired look. Results cannot be guaranteed and the treatment of side effects and complications is included in the cost of the procedure.

Fees charged for treatment are for the delivery of a treatment and the accompanying service, which is inclusive of;

- consultation and assessment
- provision of information and advice
- safe treatment with evidence-based products
- follow up appointments and aftercare advice and support as appropriate

Whilst we undertake to provide excellent service; factual, honest and ethical advice, safe, expert treatment in experienced hands and only the best products, we cannot guarantee your results and cannot offer refunds if the results achieved fail to meet your expectations.

Therefore, no refunds can be given due to any of the above occurring.

All treatments are to be paid in full before treatment commences.

All treatments are non-refundable and non-transferable

Clinical Photography Consent

All photography and skin analysis, irrespective of the photographer, form part of the client's confidential case records. All images will be stored securely. We work in compliance with the GDPR. All images remain copyright of The Little Clinic Medical Aesthetics LTD and are treated with respect.

Different types of consent are required according to the way in which clinical images will be used. The level of consent you choose will not affect your treatment in anyway. CL1 consent is compulsory and each other consent is considered as an additional consent to CL1 Consent.

Consent Level	Anonymised	Permission	Explanation
CL1	No	Compulsory	Photographs for your personal file
CL2	Yes	Optional	Images for promotional material
CL3	No	Optional	Full pictures for promotional material
CL4	Yes	Optional	Images for educational purposes Inc. client education

Complaints Policy

Introduction

The Little Clinic is committed to providing our customers with excellent service by maintaining the highest standards of professional excellence.

To continue to ensure that the same level of excellence is provided to you, we encourage you to submit feedback. With your feedback, we can make improvements to our products and services.

We understand that sometimes we do not always provide the high level of service or quality that we aspire to achieve. Therefore, we want to help you resolve your complaint in a timely and satisfactory manner.

At The Little Clinic, we promise to listen to your complaint, treat it seriously and with respect, and learn from it.

Our customer complaints policy covers complaints about the following:

- The standard of service that we provide;
- The way we have processed your data;
- The behaviour of our staff; and
- Any action or lack of action by staff affecting an individual or group.

Our customer complaints policy does not cover the following:

- Matters that have already been fully investigated through this grievance procedure;
- Anonymous complaints; or
- Complaints about access to information where procedures and remedies are set out in legislation.

Client satisfaction is of paramount concern to The Little Clinic and this procedure is designed to ensure any concerns or complaints are dealt with quickly and effectively.

The Little Clinic believes that if a client wishes to make a complaint or register a concern, they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by clients are taken seriously.

This policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of our disciplinary policy.

Any information regarding a complaint received – whether in person, by email, through an online review or by telephone – will be dealt with by Kimberley Powell, CEO of The Little Clinic. This serves two purposes; firstly, Kimberley will be fully conversant with all the

services being carried out and would be able to understand the nature of the complaint. Secondly it acknowledges to the client that the complaint is being taken seriously and that they are considered important. This prevents an already potentially difficult situation being made worse.

If a complaint is received, the client's name, address and telephone number will be taken. The nature of the complaint and the date (if applicable) will also be noted.

Once the client has left, or the telephone conversation has ended, the person taking the complaint should contact the Director of The Little Clinic (Kimberley Powell) immediately with the details via email to info@tlcaesthetics.uk. The director from The Little Clinic shall deal directly with the client.

Please Note: The Director of The Little Clinic should never be telephoned in front of the client. Remember that information on each client is confidential and should not be discussed in public.

Depending on the nature of the complaint, a third-party human resource manager may be contacted to ensure an unbiased approach is taken.

The Little Clinic's Goals and Standards for Handling Complaints

- All clients, suppliers, contractors and freelancers are aware of how to complain, and that we provide easy to use opportunities for them to register their complaints
- Your complaint will be treated both seriously and with respect – regardless of whether it is submitted by letter, email or in person.
- A named person will be responsible for the administration of the complaint's procedure. You will be treated with courtesy and fairness as you work with a representative.
- Your complaint will be treated in confidence within the department.
- Your complaint will be dealt with promptly – we will acknowledge that we have received it within 2 working and send you a full response within 14 working days. If we cannot send a full reply within 14 working days, we will inform you of the reason and let you know when we will be able to provide you with a full response.
- We will publish information concerning your complaint in our annual report about the numbers and categories of complaints that we received over the course of the year as well as the percentage of complaints that have been upheld.

All employees, freelancers and contractors, when faced with a complaint from a client, will remain calm, courteous and professional at all times. We will listen to the client's problem, establish an unbiased understanding of the nature of the complaint and ensure that it is dealt with quickly and appropriately. The resolution will be put in writing (by email) to the client.

The Little Clinic has a culture of continuous improvement and an ongoing commitment to training to ensure that we are doing everything possible to provide the most up to date

training and services provided. We carry out regular feedback sessions to both clients and employees via survey, telephone and in person.

The Little Clinic believes that failure to listen or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation.

The Little Clinic supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at a local level between just the complainant and each establishment. If this fails due to either the establishment or the complainant being dissatisfied with the result, the complaint will be referred to the Director of The Little Clinic who will give complaints their personal priority.

How We Handle Your Complaint:

We act honestly and treat all complainants fairly and with respect.

Confidentiality

We recognise that your personal data is important to you, and we are committed to holding it safely and using it appropriately. All complaints received by The Little Clinic will be dealt with confidentially and stored electronically, in accordance with the requirements of the General Data Protection Regulation.

Making a Formal Complaint

Stage 1: Informal Resolution

Once we have received your complaint, we will send you a response within 2 working days to let you know that you can expect a full response within 14 working days.

Then, we will appoint the Customer Experience Manager to conduct a full investigation into your complaint. The aim of the Customer Experience Manager is to address each issue raised in your complaint. If appropriate, a face-to-face meeting may be arranged to better discuss what The Little Clinic can provide in response to your complaint.

If you remain dissatisfied after receiving the initial response from the Customer Experience Manager, you have the option of requesting that your complaint be reviewed under Stage 2. However, before your complaint can be reviewed further under Stage 2, you will need to clarify why you are not satisfied with the way your complaint has been handled. If we agree that there is evidence to suggest that your complaint has not been properly or sufficiently considered, your complaint will be reviewed under Stage 2.

Stage 2: Formal Resolution

Upon approval for further review, we will send you a response within 2 working days to let you know that we have received it and that you can expect a full response within 14 working days.

Then, an executive director or appropriate senior manager will be appointed to review your complaint. The executive director or appropriate senior manager will work to better address each issue raised in your complaint and any shortcomings that were present during Stage 1. If appropriate, a face-to-face meeting may be arranged to better discuss what The Little Clinic can provide in response to your complaint.

If You Remain Unsatisfied

If you remain unsatisfied with the response your complaint has received after Stage 2, you have the option of contacting the public service ombudsman at <https://www.ombudsman-services.org/> . However, before your complaint can be reviewed further by the ombudsman, you will need to clarify why you are not satisfied with the way your complaint has been handled. Specifically, you will need to explain how you have been treated unfairly, whether you received poor service through a failure in our process, or how you have been disadvantaged personally by our failure to address your complaint.

Extending Response Time Limits

While we aim to address all complaints in a timely and thorough manner, some are more complex and may require additional time. If we do require more than the standard 14 working days, we will inform you of our progress in the investigation, the reason(s) for the delay and the new deadline.

Complaints about Data

You may have a “right to object” under the General Data Protection Regulation”, this applies where we are using your data for the purposes of direct marketing or statistical analysis. One way to see the right to object is the right to complain, we will then review your complaint and take the appropriate action.

We will review your objection and, within 30 days, contact you with the results of our review, whether we will continue to process your data and details of the next steps possible.

Where to Submit a Complaint

If you would like to submit a complaint, you can:

Call: 07854498771

Email: info@tlcaesthetics.uk

We very much hope that you are able to reach a satisfactory resolution with The Little Clinic and that the information that we have provided has helped you with your complaint.

Feedback

Any feedback is much appreciated, both positive and negative. Feedback is used to review and improve quality of service. You may submit feedback verbally, via email or via the clinic website

Fair Processing

How information about you will be used

Who are we?

The Little Clinic is a company providing a range of non-surgical beauty treatments.

Why we process your data?

You, or your authorised third party, has provided us with your data in order to:

- provide you with information about our services, including the provision of credit (where applicable), or
- provide you with our services, or
- both of the above

The data we generally process is not publicly available, however, we may obtain information from other third parties where you have consented for those third parties to share your data or where there is a legitimate interest to do so. For example, if you are making payment on credit and miss payments, we may obtain your current address and contact details amongst other data from public records such as the Land Registry or to check information with Credit Reference Agencies to ensure we hold correct details for you.

What data do you hold on me?

We hold necessary information to be able to provide you with any of the services described above, ensure a complete medical history is maintained (where appropriate) and to keep you up to date with our services (where you have asked for us to do so). For example, your name, address, date of birth, medical history (where applicable) and contact details.

We will also keep a selection of photographs and/or video of your treatment (if applicable) in order to ensure the highest quality of service. We will not transfer this to any other third party without your permission, unless you agree we may use such media for our marketing purposes.

Where you have selected to purchase our services on credit, we will also hold information such as payment history, default details and credit history.

We will also hold necessary data in order to pursue our legitimate interests including keeping you up to date with our services.

How will you use my personal information?

Our use of your data will be to allow us to supply our services, ensure your contractual obligation is met and to protect your vital interests. This includes (where applicable for treatments):

- providing your treatment;
- ensuring your treatment is safe;
- making reasonable adjustments;
- providing healthcare professionals with information about treatment where this is vital to your health;
- providing credit;
- debt recovery;
- managing and/or monitoring your account;
- auditing;
- statistical analysis;
- fraud prevention; and
- sharing with Credit Reference Agencies or approved third party suppliers.

We will only use your personal data for marketing purposes where you have agreed with us, we can do so in advance or where you have previously been a customer of ours. We will never pass your data onto a third party for marketing purposes.

The processing of your data is necessary for the performance of the contract you entered into with us.

Who will you share my data with?

All the personal data we hold about you will be processed within the EU or to any country that can guarantee adequate protection under the data protection legislation.

We process your data to the following organisations:

- Pabau Software as this firm provides computer systems we use; they do not pass your data to any other third party.
- Microsoft as this firm provides computer systems we use; they do not pass your data to any other third party.

We may disclose information outside of these groups to help prevent fraud, or if required to do so by law.

Sensitive personal data

(Before having a treatment) It would benefit you to notify us of any health condition, disability, treatment history and/or personal information relating to your private life that may impact on the services we offer. This will allow us to take reasonable steps to accommodate your needs or requirements and to ensure safe treatment.

We will require your explicit consent to process this information, unless the processing of this data is deemed to be in your 'vital interest'. This information will be used by us to assist you and will be kept as long as it is required for this purpose.

Marketing

Where we have asked you for permission to keep you up to date with our services and you have agreed we will contact you at reasonable intervals to keep you up to date. Equally we may do so where you have previously been a customer. You have the right to withdraw consent at any point and can do so by emailing: info@tlcaesthetics.uk

How long is my data retained?

We will generally retain your data for six years after our services have finished, after which time it will be deleted or anonymised if it is no longer required for the lawful purpose for which it was obtained. However, where the data is required to ensure your vital interests, an example of this is the treatment received, we will maintain this indefinitely.

What are my rights?

Under data protection legislation you have several rights regarding the use of your personal data, as follows:

- If at any point you wish to either confirm whether your personal data is being processed and/or you require access to the data we hold on you, you can request to see this information, and we will respond within a month.
- You also have the right for certain data you have provided us with to be provided to you in structured and commonly used electronic format (for example, a Microsoft Excel file), so that you can move, copy or transfer this data easily to another data controller.
- You are entitled to have data corrected if it is inaccurate or incomplete.
- Whilst you are entitled to have data deleted if it is no longer needed or there is no longer a legitimate reason for processing, or the data is question has otherwise unlawfully been processed, it is unlikely we will delete your data unless you have settled the account or it is closed
- You have the right to object to the processing of your personal data.
- You have the right to restrict the processing of your personal data under certain circumstances, including if you have contested its accuracy, or if we are reviewing an objection you have raised in relation to its processing.

How to complain about the use of your data

If you wish to raise a complaint about how we handle your personal data, including in relation to any of the rights outlined above, you can contact us at info@tlcaesthetics.uk

If you are not satisfied with our response, or believe we are processing your data unfairly or unlawfully, you can complain to the Information Commissioner's Office (ICO). You can find

further information about the ICO and their complaints procedure
here: <https://ico.org.uk/concerns/>.

Privacy policy

The following information together with the information in our Fair Processing Notice details our internet privacy policy.

Your Personal Information

The internet is an amazing tool. It has the power to change the way we live, and we are starting to see that potential today.

With only a few mouse clicks, you can follow the news, look up facts, buy goods and services, and communicate with others from around the world.

It is important to The Little Clinic to help our customers to retain their privacy when they take advantage of all the internet has to offer.

We believe your business is no one else's. Your privacy is important to you and to us, so we'll protect the information you share with us.

To protect your privacy, The Little Clinic follows different principles in accordance with worldwide practices for customer privacy and data protection.

- We won't sell or give away your contact details or any other information
- We'll use state of the art security measures to protect your information from unauthorized users

In running and maintaining our website we may collect information provided voluntarily by you e.g. when you complete a contact form, providing your name, email, telephone number and other information.

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for a box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing info@tlcaesthetics.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. See our Fair Processing Notice for further information. We may use your personal information to send you promotional

information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the General Data Protection Regulation (GDPR). If you would like a copy of the information held on you, please write to us at the address above.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

We do not store credit card details nor do we share customer details with any 3rd parties, other than that stated in our Fair Processing Notice [\[insert link\]](#).

Use of Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

Google Analytics

The Little Clinic use google analytics in order to learn more about our website visitors' interaction with our website, including Google Analytics Demographics and Interest Reporting. Google Analytics is a web analytics tool that helps website owners understand how visitors engage with their website. Google Analytics customers can view a variety of reports about how visitors interact with their website so that they can improve it.

Via cookies, we may collect information about your computer, including your IP address, operating system and browser type, for system administration and to create reports. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

Like many services, Google Analytics uses first-party cookies to track visitor interactions as in our case, where they are used to collect information about how visitors use our site. We then use the information to compile reports and to help us improve our site. Cookies contain information that is transferred to your computer's hard drive. These cookies are used to store information, such as the time that the current visit occurred, whether the visitor has been to the site before and what site referred the visitor to the web page.

Google Analytics / Google Tag Manager collects information anonymously. It reports website trends without identifying individual visitors. You can opt out of Google Analytics

without affecting how you visit our site – for more information on opting out of being tracked by Google Analytics across all websites you use, you might consider this browser extension <https://tools.google.com/dlpage/gaoptout>.

Facebook Remarketing

This website uses Facebook remarketing service to advertise to previous visitors to our site in the form of an advertisement on Facebook. Third-party vendors, including Facebook, use cookies to serve ads based on someone's past visits to the The Little Clinic website. Of course, any data collected will be used in accordance with our own privacy policy, as well as Facebook privacy policies.

You can opt-out of remarketing by visiting this link: https://www.facebook.com/ads/website_custom_audiences/

Cookies and online advertising

To learn more about our third-party ad-serving partners, cookies, and how to opt out of customized Google Display Network ads or adjust your settings, please visit Google Ads Preferences Manager to adjust your settings. To find out more about how Google uses data it collects please visit <https://policies.google.com/technologies/ads>. You can also opt out of a third-party vendor's use of cookies by visiting the Network Advertising Initiative opt out page at <https://optout.networkadvertising.org/?c=1>

How to find and control your cookies

Internet Explorer Choose Tools, then Internet Options, Click the Privacy tab, click on the 'Advanced' button, Check the 'Override automatic cookie handing' box and select Accept, Block or Prompt for action as appropriate.

Mozilla Firefox Choose Tools, then Options... Privacy, Cookies, set your options as required

Opera 8+ Choose Tools, then Preferences, Advanced, Select Cookies, select your settings using the available options

Safari Choose Safari, then Preferences, Security, select options by Accept Cookies as required.

Chrome – Clear, enable, and manage cookies in Chrome <https://support.google.com/chrome/answer/95647>

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by

this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. See our Fair Processing Notice for further information.