**Privacy & Cookies**

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At AM AESTHETICS (referred to as “we”, “us”, “our”), we understand that your privacy is important to you and that you care about how your information is used and shared online. We respect and value the privacy of everyone that visits our website and only collect and use information in ways that are useful to you and in a manner consistent with your rights and our obligations under the law, including the General Data Protection Regulation (GDPR).

This privacy and cookie policy will help you understand how we process any and all data collected by us in relation to your use of our website, and what choices you have.

ABOUT AM Aesthetics

Our website, www.amaesthetics.co.uk is owned and operated by AM AESTHETICS LTD England and Wales with registered number 07949092 Registered to 20 Albert Road North RH2 9EG

and it operates the website www.amaesthetics.co.uk from 5a Church Street  Reigate RH2 0AA.

Our data protection officer can be contacted at info@amaesthetics.co.uk

WHAT INFORMATION DO WE COLLECT?

We collect information about you when you register with us, complete a form on our website or when you place an order with us for our products or services. We also collect information when you voluntarily complete customer surveys, provide feedback, participate in competitions and when you email us or contact us by telephone. Website usage information is collected using cookies.

HOW WILL WE USE THE INFORMATION ABOUT YOU?

We will use this information to provide the products or services requested, to process your order, manage your account, respond to communications from you and, if you agree, to email you about other products and services that we think may be of interest to you.

We use your information collected from our website to personalise your repeat visits to our website. We will not share your information for marketing purposes with companies outside of our organisation.

MARKETING

With your permission we would like to send you information about our products and services, together with details of news and promotions that we think will be of interest to you. We may use your data to contact you by email, telephone, text message and by direct mail. You may opt out at any time.

If you no longer wish to be contacted for marketing purposes, please email info@amaesthetics.co.uk. You can opt out of our email communications by clicking the unsubscribe link at the footer of any email you receive from us.

HOW AND WHERE DO WE STORE YOUR DATA?

We only keep your data if we have a valid legal reason to do so and will only keep it for as long as we need to in order to fulfil our contractual or legal obligations or for as long as we have your permission to keep it. We will conduct an annual review to determine if we need to keep your data. Your data will be deleted if we no longer need it to maintain our obligations or if you have requested that we delete it.

Some or all of your data may be stored or transferred outside of the European Economic Area (“the EEA”).  if we do store or transfer data outside of the EEA, we will take all reasonable steps to ensure that your data is treated as safely and securely as it would within the EEA and under the GDPR.

Data security is of great importance to us. We take steps to protect your data by using data encryption on our websites and applications. Our websites are hosted in the UK and are monitored 24/7/365. The servers where they are stored includes firewall protection and secure monitoring software which generates alerts in the event of a hack attempt or the detection of malware.

ACCESS TO YOUR INFORMATION AND CORRECTION

You have the right to request a copy of the information that we hold about you. If you would like a copy of some, or all of your personal information, please email us at info@amaesthetics.co.uk. We may make a small charge for this service.

We want to ensure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

COOKIES

Cookies are text files placed on your computer to collect standard internet information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. It may also be used for the purpose of running re-marketing adverts to you about our products and services.

You can set your browser not to accept cookies and can also remove cookies from your browser. However, if you do, some features on our website may not function as a result.

You can find out more information about cookies and how to remove cookies by visiting allaboutcookies.org or cookiecentral.com

OTHER WEBSITES

Our website or mailshots may contains links to other websites. This privacy policy only applies to this website. So, if you follow a link to other websites you should read their privacy policy.

CHANGES TO OUR PRIVACY POLICY

We will keep our privacy policy under regular review and will place any updates on this web page. This privacy policy was last updated on the 3RD January 2022.

DISCLAIMER

Whilst we use all reasonable efforts to ensure that the information published on this website is accurate, current and complete at the date of publication, no representatives or warranties are made (express or implied) as to the accuracy, currency or completeness of such information. We cannot accept responsibility (to the extent permitted by law) for any loss arising directly or indirectly from the use of, or action taken in reliance on, any information appearing on this website or any other websites to which it may be linked. We make no warranty that this website is free from errors, defects or viruses. We reserve the right to change, modify, add or remove provisions of this Privacy Policy. Any changes will be shown here and we recommend that you check this Policy from time to time.

APPLICABLE LAW

Any disputes arising from the use of this website shall at all times be governed by the laws of England and Wales and the parties shall submit to the exclusive jurisdiction of the English Courts.

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Booking Appointments and Cancellations

To secure your appointment we take a non-refundable deposit of £50 (for treatments up to £100) or £100 or 10% (for treatments of £100 and over). Should you need to cancel or reschedule we kindly ask that you call / contact us 48 hours before your appointment, this allows us to manage our diaries and offer the appointment time to another patient. Failure to give the full notice will result in the deposit being forfeited and a charge being made against your card on account.

Prior to your appointment, we will inform you of any preparation required in advance of your treatment. Failure to follow the guidelines may result in cancellation of the appointment, reduced appointment time or additional fees being charged.

Late arrival for your treatment may result in reduced treatment time or the forfeiting of the appointment. We will endeavour to ensure that your appointment runs to time, however, for reasons beyond our control, we may need to cancel or postpone your appointment at short notice. In this unlikely event, we make every effort to contact you in advance. We do not offer compensation if we cancel your appointment.

If a genuine provable reason prevents you from attending your appointment at the last minute, your deposit may be refunded at the discretion of management.

The clinic is not responsible for any missed appointments due to failure of sending our text reminders.

Gift Vouchers

Gift Cards and vouchers are non-refundable, cannot be exchanged for cash and are valid for six months from the purchase date. They can be exchanged for goods or services and the money can be paid into your client account for use at a later date. Please keep your gift card or voucher safe as it will need to be presented in order to redeem the value.

Refunds

We cannot offer a refund or exchange on any product that has left our premises. This is to ensure the authenticity of our products. In case of reaction, please contact our clinic as soon as possible.In case of faulty products, please contact the clinic as soon as possible, we will not exchange products purchased over 60 days ago.

Courses

When purchasing a course of treatments you are agreeing to these terms :Courses of treatment  are valid for 12 months. They will expire after this time. Any courses which have not been used within a 12 month period will be removed from the system.

We do not offer refunds on treatment courses, unless there is a contraindication or a change in medical history that prevents you from pursuing your treatment. In this case, you will lose the course discount and treatments are redeemed at full price, any remaining credit afterwards will be then refunded or will be available for you to use towards other treatments.

Chaperones

Please advise us if you would like a chaperone to accompany you into your treatment or consultation.

CONTACT US

If you have any queries concerning this Privacy Policy OR Terms and conditions , your personal information or any questions on our use of the information, please email us at info@amaesthetics.co.uk or write to us: AM Aesthetics, 5a Church Street Reigate Surrey RH2 0AA.