

# PRIVACY POLICY

**My Cosmetic Doctor Ltd**

**Last updated: May 2026**

My Cosmetic Doctor Limited (“My Cosmetic Doctor”, “we”, “our”, “us”) is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store and protect your personal data when you:

- Visit our website: [www.mycosmeticdoctor.co.uk](http://www.mycosmeticdoctor.co.uk)
- Contact us or book a consultation
- Receive treatment from us
- Interact with our marketing or social media

We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations (PECR).

We never sell or share your personal data for third-party marketing.

## WHO WE ARE

My Cosmetic Doctor is the trading name of **My Cosmetic Doctor Limited**, a non-surgical aesthetic medical clinic providing consultations and treatments.

Our clinics operate in Birmingham. Clinic sessions are held at:

### **Chamberlain Clinic**

81 Harborne Road  
Edgbaston  
Birmingham  
B15 3HG

Chamberlain Clinic provides reception and premises services during clinic sessions.

**Data Controller:** My Cosmetic Doctor Limited

**ICO Registration:** ZA880057

Registered 07 February 2021 – Expires 06 February 2027

Contact: [mycosmeticdr@gmail.com](mailto:mycosmeticdr@gmail.com)

## THE TYPES OF DATA WE COLLECT

We collect the following categories of personal data.

### **Contact & Identity Data**

- Name
- Email address
- Telephone number
- Address (where required)

## **Health & Medical Data (Special Category Data)**

- Medical history
- Medications
- Allergies
- Treatment suitability information
- Consultation notes
- Treatment records
- Clinical photography (before/after images)

## **Financial Data**

- Payment details and transaction records

## **Technical & Website Data**

- IP address
- Device type
- Browser type
- Website usage and analytics data
- Cookies and tracking technologies

## **Appointment & Communication Data**

- Appointment history
- Emails, SMS and messages exchanged with us
- Marketing preferences (opt-in only)

# **HOW WE COLLECT YOUR DATA**

We collect data when you:

- Complete website contact forms
- Book appointments online or via third-party booking platforms
- Attend consultations or treatments
- Communicate with us by email, phone or social media
- Use our website
- Provide information during medical assessments

# **LEGAL BASIS FOR PROCESSING**

Under UK GDPR we rely on the following lawful bases.

## **Article 6 – Lawful Processing**

We process personal data under:

### **Contract**

To provide consultations, treatments and related services.

### **Legal obligation**

To comply with health & safety, tax, insurance and regulatory requirements.

### **Legitimate interests**

To operate and protect our business, premises and patients.

### **Consent**

For marketing communications and use of clinical images.

## **Article 9 – Special Category Health Data**

We process health data because it is necessary for:

- Medical diagnosis
- Provision of healthcare and treatment
- Patient safety and safeguarding

Without this information we cannot provide treatment.

## **WHY WE USE YOUR DATA**

We use personal data to:

- Assess your suitability for treatment
- Provide safe medical and aesthetic treatments
- Maintain medical records
- Manage appointments and reminders
- Provide aftercare and follow-up
- Meet legal and insurance requirements
- Protect our premises and patients
- Improve our website and services
- Send marketing communications (only if you opt in)

## **WHO WE SHARE DATA WITH**

We never sell your data.

We only share personal data where necessary and appropriate.

## **Clinic Premises & Reception (Chamberlain Clinic)**

Where clinics are delivered from Chamberlain Clinic, limited personal data must be shared with the reception team in accordance with the clinic's health and safety and operational policies.

For each clinic session, a **printed patient list containing names and appointment times** is provided to reception to manage:

- Building access
- Fire safety registers
- Clinic session logistics

This list is:

- Treated as strictly confidential
- Used only for the clinic session
- Securely destroyed at the end of the day

Lawful basis:

- Legitimate interests
- Health & safety legal obligations
- Provision of healthcare services

Please note Chamberlain Clinic premises may operate **CCTV** for safety and security. This system is controlled by Chamberlain Clinic.

## **Medical & Professional Service Providers**

Where necessary we may share data with:

- Pharmacies and prescription providers
- Pathology laboratories
- Insurance providers
- Legal advisors and accountants
- Regulators or law enforcement (where required)

All providers are bound by confidentiality and data protection obligations.

## **Software & Technology Providers**

We use secure third-party systems including:

- Glowday (patient record software)
- Website hosting providers
- Email and SMS communication platforms
- Analytics providers

All data processors operate under strict data processing agreements.

# INTERNATIONAL DATA TRANSFERS

Some service providers may store or process data outside the UK.

Where this occurs, we ensure appropriate safeguards such as:

- UK adequacy regulations
- International Data Transfer Agreements (IDTA)
- Standard Contractual Clauses

# HOW LONG WE KEEP YOUR DATA

We retain personal data only as long as necessary.

Typical retention periods:

Medical records, treatment data & images:

**5 years after your last treatment** (insurance requirement)

Financial records:

**6 years** (HMRC requirement)

Marketing data:

Until you withdraw consent

Enquiry data (no treatment):

Up to **12 months**

Data is securely destroyed when no longer required.

# DATA BREACHES

If a data breach occurs, we will follow UK GDPR requirements to assess and notify affected individuals and the Information Commissioner's Office where required.

# YOUR RIGHTS

You have the right to:

- Access your data
- Correct inaccurate data
- Request deletion (where applicable)
- Restrict processing
- Data portability
- Object to marketing

- Withdraw consent at any time
- Lodge a complaint with the ICO

Contact: mycosmeticdr@gmail.com

You may complain to the ICO at:

<https://ico.org.uk>

## **COOKIES & WEBSITE ANALYTICS**

We use cookies to operate and improve our website.

We only use analytics and non-essential cookies where you have provided consent via our cookie banner.

We use Google Analytics to understand website usage.  
This data does not identify you personally.

You can disable cookies via your browser settings.

## **MARKETING**

We will only send marketing communications if you opt in.

You can unsubscribe at any time via:

- Email unsubscribe links
- Replying STOP to SMS
- Email request to us

We may still send essential service communications.

## **CHILDREN**

We do not provide services to minors without parental or guardian consent.

## **POLICY UPDATES**

We may update this Privacy Policy from time to time.  
The latest version will always appear on our website.

## **CONTACT**

My Cosmetic Doctor Limited  
Email: mycosmeticdr@gmail.com

If you believe we have not handled your data correctly, please contact us first so we can resolve the issue. You may also contact the Information Commissioner's Office.