

Terms & Conditions

Cancellation Policy

DEPOSITS

To secure your booking, we charge NON-REFUNDABLE deposits both online and in-clinic. Your deposit will be deducted from your treatment balance in-clinic. See below for deposits required for each treatment at Kaya Cosmedica. We require a minimum of 48-hours notice prior to your appointment in order to reschedule your appointment. Failure to provide 48-hours notice will result in a loss of your deposit.

Anti-Wrinkle

Rescheduling of your appointment must be made within a minimum of 48-hours prior.
CANCELLATION FEE: Failure to provide this notice will result in a loss of your \$50 deposit.

Dermal Filler/Radiesse/Profhilo

Rescheduling of your appointment must be made within a minimum of 48-hours prior.
CANCELLATION FEE: Failure to provide this notice will result in a loss of your \$400 deposit.

Ultherapy

Rescheduling of your appointment must be made within a minimum of 48-hours prior.
CANCELLATION FEE: Failure to provide this notice will result in a loss of your \$500 deposit.

Tixel/BBL

Rescheduling of your appointment must be made within a minimum of 48-hours prior.
CANCELLATION FEE: Failure to provide this notice will result in a loss of your \$100 deposit.
Skin Treatments

Microneedling/Chemical Peel/Medifacial/Dermaplaning

Rescheduling of your appointment must be made within a minimum of 48-hours prior.
CANCELLATION FEE: Failure to provide this notice will result in loss of your \$50 deposit.

Cliniq Etiquette

As a valued patient of Kaya Cosmedica we reserve the appointments especially for you. Therefore, we kindly request that you be courteous and respectful and contact us promptly if you are unable to attend. We are more than happy to accommodate your request within our policy time frame.

RESERVATIONS

In order to secure your preferred treatment date and time, we ask you to please book your appointment in advance. In circumstances where we cannot facilitate your preferred time, our team would love to add you to our waitlist upon request.

ARRIVING LATE

If you arrive later than 15 minutes past your appointment start time, we may not be able to accommodate you.

We will endeavor to reschedule your appointment at the soonest possible available time slot. This ensures that we respect other patient's and our staff's schedule as well as our ability to provide an excellent service.

NO SHOWS

Failure to show at your appointment or inform Kaya Cosmedica of a cancellation will result in a loss of deposit.

RIGHT OF REFUSAL

We reserve the right to refuse anyone for any reason we see fit.

COVID-19 POLICY

If you are unwell or have tested positive to COVID please reschedule your appointment.

REFUNDS & RETURNS

When you shop on our online store, you are fully protected by Australian Consumer Law. Kaya Cosmedica has a 'no refund' policy on purchases of goods or services if you change your mind. This also applies to treatments performed in the clinic. Our treatments and packages are not transferable to other individuals. Refunds can be provided if there is a defect with the product or if it remains in its original condition and unused.

Privacy Policy

Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg. staff training).

What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
- During the course of providing medical services, we may collect further personal information.
- We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.

- In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
 - your guardian or responsible person
 - other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
 - your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

When, why and with whom do we share your personal information?

We sometimes share your personal information:

- with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APP guidelines and this policy
- with other healthcare providers
- when it is required or authorised by law (eg court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organizations to improve population health outcomes. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information?

Your personal information is stored at our practice in electronic form.

Our practice stores all personal information securely.

Our patient records are stored in electronic format, in protected information systems or in hard copy format in a secured environment. Only our staff have access to these records and all files are secured with username, passwords and further authentication factors.

How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing to pk@kayacosmedica.com.au and our practice will respond within a reasonable time. We will endeavor to complete this within 28 days of receiving the request. Earlier where possible.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to reception@kayacosmedica.com.au

How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure.

You should direct any complaints/concerns in writing to pk@kayacosmedica.com.au or alternatively could send it to us directly at 376 Clarendon Street, South Melbourne, VIC 3205. We will endeavor to respond to you within 7 working days.

You may also contact the Health Complaints Commissioner. Generally, the HCC will require you to give them time to respond before they will investigate. For further information visit www.hcc.vic.gov.au

Policy review statement

Our privacy policy will continuously be reviewed and updated as required. Updates and changes to our privacy policy will be made available on our website www.kayacosmedica.com.au