

Website & Clinic Privacy Policy (PIPEDA + PHIPA)

Title: Privacy Policy

Last updated: 12/19/25

Who we are

Complexion MedSpa ("we", "us", "our") is a medical aesthetics clinic/medspa located in Cobourg, Ontario. We provide cosmetic and wellness services and may collect both personal information and personal health information as part of our services.

What information we collect

We may collect:

- Contact details (name, address, phone number, email).
- Demographic information (date of birth, gender).
- Booking and payment information (appointment history, payment method details processed through third-party providers).
- Personal health information related to your treatments, such as medical history relevant to care, medications, allergies, previous treatments and photos.

How we use your information

We use your information to:

- Book and manage appointments and provide safe, appropriate treatment.
- Communicate with you about your care, results, and follow-up.
- Process payments and manage billing and accounting.
- Send you marketing communications if you have given consent (you can withdraw at any time).

Legal basis / consent

We collect, use, and disclose personal health information in accordance with Ontario's Personal Health Information Protection Act, 2004 (PHIPA). With limited exceptions, we obtain your consent before collecting, using, or disclosing your personal health information and explain the purposes of collection.

For other personal information (such as website contact forms or marketing lists), we follow the principles in Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), including obtaining meaningful consent and limiting collection to what is necessary.

Disclosure of your information

We may share your information with:

- staff involved in your treatments.
- Service providers who support our operations (e.g., booking platforms, EMR providers, payment processors, email services) under confidentiality agreements.
- Other healthcare providers, but only as permitted or required by PHIPA and with your consent where required.
- Regulators or authorities where required by law (for example, if ordered by a court or to report certain risks).

We do not sell your personal information or personal health information.

Retention and security

We keep your records for as long as required under applicable health-records laws, regulatory requirements, and professional standards, and then securely destroy or anonymize them.

We use physical, administrative, and technical safeguards to protect your information against loss, theft, unauthorized access, or disclosure. However, no system is completely secure and electronic communication can carry some risk.

Your rights

Subject to limited exceptions under PHIPA, you have the right to:

- Access your personal health information.
- Request corrections to your records.
- Withdraw or limit your consent to certain uses or disclosures, where legally permitted.
- Ask questions or make a complaint about our privacy practices.

If you wish to access or correct your information, please contact us using the details below.

Cookies, analytics, and online tracking

Our website may use cookies and similar technologies to:

- Operate basic site functions.
- Analyze how visitors use our site.
- Support marketing and advertising (for example, Meta data).

You can change your browser settings to refuse cookies or notify you when they are used. If you disable cookies, some parts of the site may not work properly.

Email and marketing communications

If you subscribe to our newsletter or promotions, or provide consent at intake, we may send you emails or texts about services, promotions, and events. We comply with Canada's Anti-Spam Legislation (CASL), which means:

- We require your consent (express or implied) for promotional messages.
- Each message includes our contact information and an easy way to unsubscribe.
- You can withdraw consent at any time by using the unsubscribe link or contacting us.

Contact and complaints

Email: complexionmedspa.plus@gmail.com

Phone: 905-914-6798

Address: 260 Division Street, Cobourg, On

If you are not satisfied with our response to a privacy concern, you may contact the clinic at any time.