



EASTBAY

Acne & Skin Care Clinic

Privacy Notice

Effective Date: January 1, 2009

This privacy notice discloses the privacy practices for **Eastbay Acne & Skin Care Clinic** and our website, **www.skinclinic.com**, and the information that we collect about you.

- What information we collect;
- With whom it is shared;
- How it can be corrected;
- How it is secured;
- How policy changes will be communicated;
- How to address concerns over misuse of personal data.

Information Collection, Use, and Sharing

We are the sole owners of the information collected on this site. We only have access to and collect information that you voluntarily provide via email or other direct contact with you.

We will use your information to respond to you regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g., to ship an order or confirm an appointment.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

We will not sell or rent or give this information to anyone.

Your Access to and Control Over Information

You may opt out of any future contacts from us at any time. Contact us via the email address or phone number provided on our website to:

- See what data we have about you, if any
- Change/correct any data we have about you
- Have us delete any data we have about you
- Express any concern you have about our use of your data

Website

Anyone can use our website; no registration is required. If you submit an inquiry through our website, minimal information such as name, telephone number and email address, are collected in order to respond to your inquiry.

If you place an order through our website, you must provide contact information (like name and shipping address) and financial information (like credit card number, expiration date).



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This information is used for billing purposes and to fill your orders. If we have trouble processing an order, we'll use this information to contact you.

Sharing

We do not sell, rent, barter or give away any information about you with anyone. Demographic information is used internally in order to make marketing decisions.

Correcting your Personal Information

You can have your personal information corrected or removed from our system simply by contacting us. To prevent unauthorized persons from changing your information, please contact us by telephone.

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Whenever we collect sensitive information such as credit card data, that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the web page address (aka 'URL').

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (e.g. billing or customer service) are given access to personally identifiable information. The computers/servers on which we store personally identifiable information are kept in a secure environment, and are tested quarterly to ensure their security and PCI compliance.

Cookies

We use "cookies" on our website. A cookie is a piece of data stored on a site visitor's hard drive to help us improve your access to our site and identify repeat visitors to our site, and to keep your orders separate from other customers' orders. Usage of a cookie is in no way linked to any personally identifiable information on our web site.

Links

This web site contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.



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Surveys & Contests

Occasionally our site may request information via surveys or contests. Participation in these surveys or contests is completely voluntary and you may choose whether or not to participate and therefore disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age level). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site, and will never be sold, rented, bartered or given away.

Notification of Changes

While we don't anticipate any changes in our privacy policy, any changes will be communicated to you via email and on our website. If we do not have an email on file for you, you will not be notified.

Other Provisions as Required by Law

Numerous other provisions and/or practices may be required as a result of laws, international treaties, or industry practices. It is up to you to determine what additional practices must be followed and/or what additional disclosures are required. Please take special notice of the California Online Privacy Protection Act (CalOPPA), which is frequently amended.



If you think that we are not abiding by this privacy policy, please contact us immediately via telephone at (925) 798-7546 or via email at privacy@skinclinic.com.