

NEWBY AESTHETICS

Clinic Policies, Privacy & Legal Information

Last updated: 2026

Clinic: Newby Aesthetics

Practitioner: Jemma Newby, BSc Operating Department Practitioner

1. Medical Information & Disclaimer

The information provided by **Newby Aesthetics** is for general informational purposes only and does not constitute medical advice.

All aesthetic treatments are subject to an individual medical consultation with **Jemma Newby**, a qualified healthcare professional. Treatment suitability, risks, benefits, alternatives, and aftercare will be discussed prior to any procedure.

Information on this website or within clinic materials should not be relied upon as a substitute for professional medical assessment. Results are not guaranteed and individual outcomes will vary.

Newby Aesthetics reserves the right to refuse or defer treatment where it is not deemed clinically appropriate or in the client's best interests.

2. Prescription-Only Medicine (POM) Statement

Certain treatments offered by Newby Aesthetics, including anti-wrinkle injections, involve **prescription-only medicines (POMs)**.

Prescription-only medicines are prescribed only following a **face-to-face medical consultation** and where treatment is considered clinically appropriate. No prescription-only medicines are supplied or administered without medical approval.

3. Consultations, Consent & Suitability

All treatments require informed consent.

Clients will be assessed for medical suitability and must provide accurate and complete medical history. Treatment may be declined or postponed where it is not considered safe or appropriate.

A consultation does not guarantee that treatment will be provided.

4. Treatment Outcomes & Results

Aesthetic treatments involve inherent risks which will be discussed during consultation.

Results vary between individuals depending on factors including anatomy, lifestyle, medical history, and treatment plan. No outcomes are guaranteed, and no refunds are offered solely on the basis of dissatisfaction with results.

5. Images & Before-and-After Content

Any images displayed by Newby Aesthetics represent individual outcomes and are provided for illustrative purposes only. They do not represent typical results or guarantee outcomes.

Clinical photographs are only taken with explicit written consent. Consent may be withdrawn at any time. Images may be anonymised where appropriate.

6. Appointments, Cancellations & Responsibilities

Clients are responsible for attending appointments as booked and for following all pre- and post-treatment instructions provided.

Appointment and cancellation terms will be communicated at the time of booking.

Failure to disclose relevant medical information or to follow aftercare advice may affect treatment outcomes, for which Newby Aesthetics cannot be held responsible.

7. Complaints Policy

Newby Aesthetics is committed to providing a professional and safe service.

If you wish to raise a concern or complaint, please submit it in writing, including your full name, date of treatment or consultation, and details of the concern.

Complaints will be:

- Acknowledged within **5 working days**
- Responded to within **28 working days**, where possible

All complaints are handled fairly, confidentially, and professionally.

8. Privacy & Data Protection (UK GDPR)

Newby Aesthetics processes personal data in accordance with UK GDPR and the Data Protection Act 2018.

Data Collected

We may collect:

- Name and contact details
- Consultation and treatment information
- Medical and health data (special category data)
- Correspondence via contact forms or email

Legal Basis

Data is processed based on:

- Explicit consent
- Contractual necessity
- Legal and regulatory obligations

Data Storage & Rights

Personal data is stored securely and accessed only by authorised personnel.

You have the right to:

- Access your data
- Request correction or deletion
- Withdraw consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

9. Limitation of Liability

Nothing in this policy limits liability for death or personal injury caused by negligence.

Newby Aesthetics is not liable for outcomes arising from inaccurate medical information provided by clients, failure to follow aftercare instructions, or factors outside clinical control.

File name: **Newby-Aesthetics-Clinic-Policies-and-Privacy.pdf**