Privacy Policy

This Privacy Policy applies to all visitors to our Website.

AURA Clinic Pte. Ltd. and AURA Medical Aesthetics Pte. Ltd. (“AURA Clinic and AURA Medical Aesthetics”, “we”, or “us”) take the privacy of your information seriously. This Privacy Policy applies to the auramedical.sg website and governs data collection, processing and usage. By using the Website, you consent to the data practices described in this statement.

AURA Clinic and AURA Medical Aesthetics are committed to ensure that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this privacy statement.

To safeguard your personal data, all electronic storage and transmission of personal data is secured with appropriate security technologies.

If you are only browsing this website, we do not capture data that allows us to identify you.

AURA Clinic and AURA Medical Aesthetics may collect and process:

Personally identifiable information, such as: Your e-mail address and name, when you contact us; Details contained in the relevant document that you key in when you use our Services. These details may include your name, mobile number, email, the purpose of your query, and details about your will; (“Personal Information”) Information about your computer hardware and software when you use our Website.

The information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used by AURA Clinic and AURA Medical Aesthetics for the operation of the Services, to maintain quality of the Services, and to provide general statistics regarding use of the auramedical.sg Website.

Use of Personal Information

AURA Clinic and AURA Medical Aesthetics uses the collected information:

To operate the Website and deliver the Services; To process, and where necessary, respond to your application, enquiry or request; To gather customer feedback; To inform or update you of other products or services available from AURA Clinic and AURA Medical Aesthetics and its affiliates, where you have consented to be contacted for such purposes; To monitor, improve and administer the Website and Services, and to provide general statistics regarding user of the Website; To update you on changes to the Website and Services. Non-disclosure AURA Clinic and AURA Medical Aesthetics does not sell, rent, lease, or release your Personal Information to third parties. AURA Clinic and AURA Medical Aesthetics may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique Personal Information is not transferred to the third party without your explicit consent. In addition, AURA Clinic and AURA Medical Aesthetics may share data with trusted partners to help us perform statistical analysis, send you emails or provide customer support. All such third parties are prohibited from using your personal information except to provide these services to AURA Clinic and AURA Medical Aesthetics, and they are required to maintain the confidentiality of your Personal Information.

Security

We are committed to ensure that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

The Website uses “cookies” to help you personalise your online experience. A cookie is a small file which asks permission to be placed on your computer’s hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

Cookies on the Website may be used to ensure a smooth user experience, perform analytics, and for showing relevant advertisements. Please note that third parties (such as analytics software) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies. The Website uses Google Analytics. Please refer to http://www.google.com/policies/privacy/partners to find out more about how Google uses data when you use our website and how to control the information sent to Google.

Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to access all or parts of our Website or to fully experience the

interactive features of the AURA Clinic and AURA Medical Aesthetics services or websites you visit.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Disclosure of Personal Information

AURA Clinic and AURA Medical Aesthetics will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

We will disclose or share your Personal Information, without notice, only if required to do so by law or in the good faith belief that any such action is necessary to: (a) comply with any legal requirements or comply with legal process served on AURA Clinic and AURA Medical Aesthetics or the Website; (b) protect and defend the rights or property of AURA Clinic and AURA Medical Aesthetics; and (c) act under exigent circumstances to protect the personal safety of users of auramedical.sg, or the general public.

We may disclose your personal information to third parties: (a) in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; and (b) if auramedical.sg or

substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

Security Of Your Personal Information

We strive to maintain the safety of your Personal Information. Any payment transactions will be encrypted using SSL technology. Unfortunately, no internet-based service is completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access. We want to ensure that your Personal Information is accurate and up to date. If any of the information that you have provided to AURA Clinic and AURA Medical Aesthetics changes, for example if you change your email address, name or contact number, please let us know the correct details by sending an email to contact@auramedical.sg. You may ask us, or we may ask you, to correct information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate.

You have the right to ask us not to collect, use, process, or disclose your Personal Information in any of the manner described herein. We will usually inform you (before collecting your Personal Information) if we intend to use your Personal Information for such purposes or if we intend to disclose your Personal Information to any third party for such purposes. You can give us notice of your intention to halt the collection, use, processing, or disclosure of your Personal Information at any time by contacting us at contact@auramedical.sg.

Links to Other Websites

Our Website may contain links to other websites. This Privacy Policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes To This Statement

AURA Clinic and AURA Medical Aesthetics will occasionally update this Privacy Policy to reflect customer feedback. AURA Clinic and AURA Medical Aesthetics encourage you to periodically review this Privacy Policy to be informed of how AURA Clinic and AURA Medical Aesthetics is protecting your information.

Contact Information

AURA Clinic Pte. Ltd. and AURA Medical Aesthetics Pte. Ltd. welcomes your comments regarding this Privacy Policy. If you believe that auramedical.sg has not adhered to this Privacy Policy, please contact us at contact@auramedical.sg.