

PORT MEDICAL AESTHETICS CLINIC

APP SUPPORT

Need help with a booking, your account or the PMAC app? Our team is here to help.

GET IN TOUCH

Contact our team

For help with the app, your appointments or your account, contact us using any of the details below.

EMAIL

reception@portmedicaaesthetics.com.au

CALL

[0421 253 025](tel:0421253025)

TEXT

[0482 093 538](tel:0482093538)

VISIT

Suite 5/12 Highfields Circuit,
Port Macquarie NSW 2444

Kempsey Medical Aesthetics Clinic patients can also email
reception@kempseymedicalaestheticsclinic.com.au.

Opening hours

Monday – Wednesday	9:00am – 5:00pm
Thursday	9:00am – 8:00pm (Twilight Thursdays, Port Macquarie)
Friday	9:00am – 5:00pm
Saturday	9:00am – 1:30pm
Sunday	Closed

We aim to respond to all app and account enquiries within 1–2 business days.

Concerned about your treatment? Please don't use the app or email for urgent post-treatment concerns — call the clinic on [0421 253 025](tel:0421253025) during opening hours. In a medical emergency, call **000** or go to your nearest emergency department.

HELP

Common questions

How do I book, reschedule or cancel an appointment? —

You can book, reschedule or cancel directly in the app, or contact our team using the details above. All bookings require a non-refundable deposit, and changes are subject to our [Cancellation Policy](#).

I'm having trouble logging in or using the app. —

First, check you're using the email address or mobile number you gave the clinic, and that the app is updated to the latest version. If you're still stuck, email reception@portmedicaaesthetics.com.au with a short description of the problem (and a screenshot if you can) and we'll get back to you.

Can I buy skincare products in the app? —

Yes. Products recommended on your treatment plan can be purchased in the app for click and collect from the clinic.

Where can I find my aftercare instructions? —

Aftercare is sent to you after your treatment, and our general aftercare information is on our [Treatment Aftercare](#) page. If something doesn't feel right after treatment, call the clinic.

How do I access my health records or ask for a correction? —

Contact our Privacy Officer in writing at reception@portmedicaaesthetics.com.au. We'll respond within 30 days, in line with our [Privacy Policy](#).

How do I stop notifications?

You can turn off push notifications at any time in your phone's settings. Appointment reminders may still be sent by SMS or email so you don't miss a booking.

PRIVACY

App privacy

This section explains how the PMAC app handles your personal and health information. It forms part of, and should be read with, our full [PMAC Privacy Policy](#). We handle all information in line with the *Privacy Act 1988* (Cth), the Australian Privacy Principles and the *Health Records and Information Privacy Act 2002* (NSW).

Who provides the app

The PMAC app is provided by Port Medical Aesthetics Clinic (ABN 52 620 432 448) and runs on DappleOS, our patient management platform. Dapple handles your information as a service provider on our behalf; PMAC remains responsible for the personal information we hold about you.

What information the app collects

Type	Examples	Why we collect it
Identity and contact details	Name, date of birth, email, mobile number, address	To create your account, identify you and contact you about your care
Health information	Medical history, medications, allergies, consent forms, treatment plans and recommended treatments	To provide safe treatment and keep accurate clinical records
Appointments	Bookings, changes, cancellations and attendance history	To manage your appointments and send reminders

Type	Examples	Why we collect it
Purchases and payments	Products ordered, deposits, invoices, saved card (stored by our payment processor)	To take deposits and process payments. PMAC does not store full card numbers
Photographs	Clinical photos you share or that are linked to your record	For treatment planning and outcome review. Never used for marketing without your separate written consent
Device and usage data	Device type, app version, notification token, crash and error logs	To send notifications, keep the app secure and fix problems

What we don't do

- We do not sell, rent or trade your personal information.
- We do not use your information for third-party advertising or track you across other apps and websites.
- We do not share your health information for marketing.

Who we share it with

Only as needed to provide your care and run the app — for example, DappleOS (app and patient records), our payment processor, and regulators or other health providers where required or authorised by law. Full details are in our [Privacy Policy](#).

How your information is protected

Information is encrypted in transit, access is limited to authorised staff on a need-to-know basis, and all staff are bound by confidentiality. If a data breach is likely to cause serious harm, we'll notify you and the Office of the Australian Information Commissioner.

Your choices

- Turn notifications off in your phone's settings.
- Unsubscribe from marketing emails using the link in any email.
- Request access to, or correction of, your information at any time.

Questions or complaints

Contact our Privacy Officer, Kristie Arnold (Practice Manager), at reception@portmedicaaesthetics.com.au or [0421 253 025](tel:0421253025). We'll acknowledge your enquiry within 5 business days. You can also contact the [OAIC](#) (1300 363 992) or the [NSW Information and Privacy Commission](#) (1800 472 679).

YOUR ACCOUNT

Delete your app account

You can ask us to delete your PMAC app account at any time. Email reception@portmedicaaesthetics.com.au with the subject **"App account deletion request"** from the email address linked to your account. We'll confirm your identity and close your account within 7 business days.

What is deleted: your app login and access, saved app preferences and notification settings.

What we must keep: as a medical practice, Australian law requires us to keep clinical records (including treatment notes, consent forms and photographs) for at least 7 years from your last visit, and financial records for 7 years. These are stored securely and then destroyed or de-identified once that period ends.

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