SKINSYNC AI

Privacy Policy

Last Updated: March 12, 2026

SkinSync AI (“SkinSync,” “we,” “our,” or “us”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and safeguard information when you visit our website, use our mobile applications, or interact with the SkinSync AI platform.

By accessing or using SkinSync AI services, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following categories of information when you use our website, mobile application, or services.

Personal Information

Information you voluntarily provide, including:

- Name
- Email address
- Phone number
- Account login credentials
- Profile information
- Clinic or provider information (for medical professionals)

Facial Images and Scan Data

When you use the SkinSync AI scanning features, we may collect:

- Facial images and scans
- Skin condition analysis data
- Treatment simulation images
- Progress photos uploaded by users

These images are used solely to provide AI-powered analysis, treatment previews, and progress tracking.

Payment Information

If you purchase treatments or services through the platform, payment information may include:

- Billing details
- Transaction history
- Payment confirmation information

Payment processing is handled by secure third-party payment providers.

Health and Preference Information

Users may optionally provide:

- Allergy information
- Treatment preferences
- Medical considerations relevant to aesthetic treatments

This information helps personalize treatment recommendations.

Device and Technical Data

We may automatically collect technical information including:

- IP address
- Device type
- Browser type
- Operating system
- Usage behavior within the platform

This information helps improve performance and security.

2. How We Use Your Information

We use collected information to:

- Provide AI-powered skin analysis and treatment recommendations
- Generate simulated treatment previews
- Enable appointment booking with clinics and providers
- Process payments and transactions
- Maintain treatment history and progress tracking
- Send reminders, notifications, and service updates

- Improve our AI systems and platform performance
- Prevent fraud and maintain platform security
- Comply with legal and regulatory obligations

3. AI Processing and Image Analysis

SkinSync AI uses advanced artificial intelligence technologies to analyze facial images and generate treatment recommendations and visual simulations.

Facial scan data may be processed through automated systems to:

- Identify skin conditions
- Generate treatment suggestions
- produce visual simulations of potential outcomes
- track skin improvements over time

These systems are designed to assist providers and users but **do not replace professional medical advice or diagnosis**.

4. How We Share Information

We do not sell personal information.

We may share limited information with:

Medical Providers and Clinics

When you book or consult with a provider through the platform, relevant information such as treatment preferences, scans, or appointment details may be shared with the clinic.

Service Providers

We may share information with trusted vendors who assist with:

- payment processing
- cloud infrastructure
- data storage
- analytics
- security services

These providers are contractually required to protect your data.

Legal Compliance

We may disclose information if required to:

- comply with legal obligations
- respond to lawful requests from authorities
- enforce our terms or protect the safety of users

5. Data Security

We implement industry-standard security measures to protect your information, including:

- encrypted data transmission
- secure authentication systems
- restricted internal access controls
- monitoring for unauthorized activity

While we take strong precautions, no system can guarantee absolute security.

6. Data Retention

We retain personal information only as long as necessary to:

- provide services
- maintain user accounts
- comply with legal obligations
- improve our platform

Users may request deletion of their data as described below.

7. Your Privacy Rights

Depending on your location, you may have rights including:

- Access your personal data
- Request corrections
- Request deletion of your data
- Opt out of marketing communications

To exercise these rights, contact us at:

privacy@skinsyncai.com

8. Children's Privacy

SkinSync AI services are not intended for individuals under the age of 18. We do not knowingly collect personal information from minors.

If we become aware that information from a minor has been collected, it will be deleted.

9. Third-Party Links

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices of those external sites.

10. International Users

If you access SkinSync AI from outside the United States, your information may be transferred to and processed in the United States or other jurisdictions where our infrastructure operates.

11. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Updated versions will be posted on this page with a revised "Last Updated" date.

Continued use of the platform after updates constitutes acceptance of the revised policy.

12. Contact Us

If you have questions about this Privacy Policy or our data practices, please contact:

SkinSync AI
Email: privacy@skinsyncai.com
Website: www.skinsyncai.com