

23 September 2025

Dear Clients,

I wanted to give you a little information about some updates we are making to The Malvern.

It is of great personal importance to me that I continue to offer the best care to my clients. To ensure that this remains possible, I regularly review and update how The Malvern operates. Over the past year, we have been evaluating and testing the viability of going 'paperless'. This means that all client records, notes, treatment updates, before and after photographs, and communications would become digital.

This process began over a year ago when, as you may recall, we upgraded our online booking system. We are now ready to continue this process so that The Malvern can ensure your data is safe, whilst improving your access to personal data and reducing our environmental impact.

As we transition to our new 'paperless' system, you may notice some new procedures to make sure your details are accurate and up to date:

- When you next book an appointment with The Malvern, you will be asked to complete an online consultation form. This will be kept securely within your profile and can be updated at any time. You may also be prompted in future to confirm if anything has changed - just like you do when you visit your GP or Dentist.
- For treatments where additional consent forms are required (such as Laser/IPL), these can now be completed digitally in clinic via our new tablet – again much like at your GP or Dentist.

If all goes well, you should hardly notice anything has changed. Nonetheless, please do not worry if you encounter a problem. I am more than happy to help you amend any details when you are next at the clinic.

I hope that these changes make sense and that you enjoy interacting with this cleaner and greener system in the weeks and months ahead. Please do not hesitate to contact me if you have any questions or concerns.

Best Wishes,

Yvette Guthrie, at The Malvern