

## **Client Agreement**

Thyroid Resolution Method - Client Agreement This Agreement ("Agreement") governs the policies and terms and conditions for the clients (Client) of the Thyroid Resolution Method ("Program") created and facilitated by Robin Urekar (the "Company"). By signing this Agreement you are acknowledging and confirming that you, the Client will abide by the terms and conditions set out in this Agreement. The Program is an online course and coaching program where the Program start date is defined as the date of contract signing and where the program end date is defined as 12 weeks from the date of purchase. Upon signing the contract and confirming the agreed upon start date, if the Client then wishes to defer the start of the program to a later date, only deferred start dates of 30 days maximum from the original agreed upon start date will be accepted and permitted. Deferrals longer than 30 days from the agreed upon start date are not permitted. Should the Client require a program extension that runs longer than the included and agreed upon 12 weeks, additional fees apply (to attend coaching calls). The Company has the right to modify the Program at any time for any reason and will ensure that the Client is provided with applicable updates if they are within the Program duration. The Client acknowledges and agrees that unless the Program is responsible for any delay which will be rectified and an extension of the Program may be provided, that no support or coaching will be provided by the Program past the program end date.

The Client will have lifetime access to the program content available in the content hub. Any program updates added to the content hub, the client will have access to forever. Coaching calls and access to the Facebook group are only available during the agreed upon 12 weeks. If the Client wishes to continue accessing the coaching calls or Facebook group, additional fees will apply

## **Program Fees**

All program fees are subject to applicable taxes. If the Client chooses the payment plan, they will be charged in 3 installments; the first will be charged immediately and the second and third will be charged in 1 month intervals (total of 3 payments over 3 months).

If the Client chooses the monthly payment plan, they are responsible for ensuring that their account remains in good standing for the entire duration of the Program. If a payment is missed or bounces, the Client will have 5 business days to bring their account into good standing after the declined payment. If the account is not brought into good standing within 5 business days, the Client's Program will be put on hold and access will be denied until the account is brought into good standing. Extensions to the 12 week program completion time will not be offered as a result of program holds due to late or missed payments. If the account remains in poor standing for a duration of more than 15 business days, the Client's Program will be cancelled entirely, and no refund will be provided. No refunds of any kind will be issued for the Program, including deposits or any partial payments.

## **Confidentiality**

The Client understands that given the group nature of the Program, including the Facebook Group that any discussions or any related Program discussions are to be held in strict confidence and cannot be shared, referred to or mentioned outside of the designation Program Facebook Group. However, the Client understands that if they choose to participate in the Facebook Group or Weekly Calls, confidentiality for information shared cannot be guaranteed.

**Intellectual Property**

'Intellectual Property' which includes information relating to the Program's proprietary content, including but not limited to proprietary ideas, written content, recordings, the status and details of the development of products and services, and information regarding clients and patents, copyrights and trade secrets remains the sole property of the Company. Clients do not have any right to reproduce in part or in whole any Intellectual Property for gift, resale or license to any third party. Clients will not use any of the Program Intellectual Property for their own business venture. Clients will not teach, discuss or reveal any of the Program's Intellectual Property in part or in whole without the expressed written permission of the Company.

**Non-Solicitation**

The Client will not, from the date of this Agreement or the date of Agreement and for a period of three years directly or indirectly solicit for employment or employ any person who is now employed or retained by the Company or any affiliate of the Company without the prior written consent of the Company. The Client will not, from the date of this Agreement or the date of Agreement and for a period of three years directly or indirectly solicit any other Client from the Program to benefit their own business venture.

**Disclaimer Of Warranties & Medical Disclaimer**

The Company does not warrant, either expressly or by implication, to any aspect of the Program nor is it responsible for the success of the Program. The Client confirms and agrees that they are wholly responsible for the progress and results and that the Program (and Company) offers no warranties or guarantees or specific health outcomes, or results of any kind. The Company does not warrant or guarantee that the Client will achieve any level of result or success using any of the materials provided by or created by the Program. Any example of improved health does not serve as a warranty or guarantee for any Client in the Program. The Client is aware that the Program is not in the place of medical advice and should still have a primary care practitioner who oversees the Client's individual well-being. Any information in this Program are for informational purposes only and are not intended to be used in place of professional medical advice. Always seek the advice of a qualified health-care practitioner with any questions or specific health concerns you may have.

The Client understands that this Program is not Naturopathic care or medical advice. The Client understands this is a Program of the Company and is primarily self-directed.

**Severability**

In case any provision in this Agreement shall be held invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall remain in full force and effect and shall not in any way be affected or impaired or invalidated.

**Governing Law**

This Agreement will be construed in accordance with and governed by the Laws of the Province of Ontario. I HAVE READ, UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS SET OUT IN THE ABOVE AGREEMENT.

## **The Thyroid Resolution Method – Privacy Policy**

This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site. We use your Personal Information only for providing and improving the Site. By using the Site, you agree to the collection and use of information in accordance with this policy.

### **Information We Collect**

The personal information that you are asked to provide, and the reasons why you are asked to provide it, will be made clear to you at the point we ask you to provide your personal information.

If you contact us directly, we may receive additional information about you such as your name, email address, phone number, the contents of the message and/or attachments you may send us, and any other information you may choose to provide.

When you register for an Account, we may ask for your contact information, including items such as name, address, email address, and telephone number.

### **How We Use Your Information**

We use the information we collect in various ways, including to:

- Provide, operate, and maintain our website
- Improve, personalize, and expand our website
- Understand and analyze how you use our website
- Develop new products, services, features, and functionality
- Communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the website, and for marketing and promotional purposes
- Send you emails
- Find and prevent fraud

### **Log Files**

Thyroid Resolution Method follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analyzing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

### **How Do We Use Your Information?**

We may use the information we collect from you when you register, surf the website, or use certain other site features in the following ways:

To personalize your site experience and to allow us to deliver the type of content and product offerings in which you are most interested.

To allow us to better service you in responding to your customer service requests. To quickly process your transactions.

If you have opted-in to receive our email newsletter, free challenges, or a free ebook, we will send you educational and marketing emails.

If you would no longer like to receive promotional email from us, please refer to the “How can you opt-out, remove or modify information you have provided to us?” section below.

If you have not opted-in to receive email newsletters, you will not receive these emails.

Visitors who register or participate in other site features such as marketing programs and ‘members-only’ content will be given a choice whether they would like to be on our email list and receive e-mail communications from us.

## **Data Security**

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions and they must keep it confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

## **Data Retention**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

When deciding what the correct time is to keep the data for we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for seven years after they stop being customers.

In some circumstances we may anonymise your personal data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

## **Cookies**

As you browse the Thyroid Resolution Method content hub, advertising cookies will be placed on your computer so that we can understand what you are interested in. Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive. To opt out of cookies, find and select the settings tab of your internet browser and click "block third party cookies and site data" or de-select the "accept cookies" box.

## **How Do We Protect Visitor Information?**

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. When you place orders or access your personal information, we offer the use of a secure server. All sensitive/credit information you supply is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our databases to be only accessed as stated above.

## **Do We Disclose the Information We Collect to Outside Parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described below. It does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

## **How Can You Opt-Out, Remove or Modify Information You Have Provided to Us?**

To modify your email subscriptions, you can find an unsubscribe link at the bottom of each email. Please note that due to email production schedules you may receive any emails already in production. Please note that we may maintain information about an individual sales transaction in order to service that transaction and for record keeping.

## **Your Access to and Control Over Information**

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.

- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

### **Changes to Our Policy**

If we decide to change our privacy policy, we will post those changes on this page. Policy changes will apply only to information collected after the date of the change. This policy was last modified on January 9, 2022.

### **Online Privacy Policy**

This privacy policy refers only to information collected through our websites, and does not apply to information collected in sales calls, coaching calls, or social media.

### **Your Consent**

In using our site, you agree to our privacy policy.

### **Questions & Feedback**

We welcome your questions, comments, and concerns about privacy. Please send us any and all feedback pertaining to privacy, or any other issue via email at: [thyroidresolutionmethod@drrobinnd.com](mailto:thyroidresolutionmethod@drrobinnd.com)