

JOANNA BOWEN WELLNESS

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.

WHAT IS CONSIDERED PERSONAL INFORMATION?

Personal information refers to information such as your name, address, email address, geographic location, purchase history, gender, credit card information and browsing habits on our site.

WHAT INFORMATION DO WE COLLECT?

We collect information from you when you register on the site, place an order, enter a contest or sweepstakes, respond to a survey or communication such as e-mail, or participate in another site feature.

When ordering or registering, we may ask you for your name, e-mail address, mailing address, phone number, credit card information or other information. You may, however, visit our site anonymously.

We also collect information about gift recipients so that we can fulfill the gift purchase.

Like many websites, we use cookies to enhance your experience and gather information about visitors and visits to our websites. Please refer to the do we

use cookies section below for information about cookies and how we use them.

WE MAY PROCESS THE FOLLOWING CATEGORIES OF PERSONAL DATA ABOUT YOU:

- **Communication Data** that includes any communication that you send to us whether that be through the contact form on our website, through email, text, social media messaging, social media posting or any other communication that you send us. We process this data for the purposes of communicating with you, for record keeping and for the establishment, pursuance or defence of legal claims. Our lawful ground for this processing is our legitimate interests which in this case are to reply to communications sent to us, to keep records and to establish, pursue or defend legal claims.
- **Customer Data** that includes data relating to any purchases of goods and/or services such as your name, title, billing address, delivery address email address, phone number, contact details, purchase details and your card details. We process this data to supply the goods and/or services you have purchased and to keep records of such transactions. Our lawful ground for this processing is the performance of a contract between you and us and/or taking steps at your request to enter into such a contract.
- **User Data** that includes data about how you use our website and any online services together with any data that you post for publication on our website or through other online services. We

process this data to operate our website and ensure relevant content is provided to you, to ensure the security of our website, to maintain back- ups of our website and/or databases and to enable publication and administration of our website, other online services and business. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business.

- **Technical Data** that includes data about your use of our website and online services such as your IP address, your login data, details about your browser, length of visit to pages on our website, page views and navigation paths, details about the number of times you use our website, time zone settings and other technology on the devices you use to access our website. The source of this data is from our analytics tracking system. We process this data to analyse your use of our website and other online services, to administer and protect our business and website, to deliver relevant website content and advertisements to you and to understand the effectiveness of our advertising. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business and to grow our business and to decide our marketing strategy.
- **Marketing Data** that includes data about your preferences in receiving marketing from us and our third parties and your communication preferences. We process this data to enable you to partake in our promotions such as sales offers, affiliate offers, free contests with give-aways, to deliver relevant website content and advertisements to you and measure or understand the effectiveness

of this advertising. Our lawful ground for this processing is our legitimate interests which in this case are to study how customers use our products/services, to develop them, to grow our business and to decide our marketing strategy.

- We may use Customer Data, User Data, Technical Data and Marketing Data to deliver relevant website content and advertisements to you (including Facebook adverts or other display advertisements) and to measure or understand the effectiveness of the advertising we serve you. Our lawful ground for this processing is legitimate interests which is to grow our business. We may also use such data to send other marketing communications to you. Our lawful ground for this processing is either consent or legitimate interests (namely to grow our business).

SENSITIVE DATA

We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, and information about criminal convictions and offences. We do, however, collect health and wellness data from paid clients as part of the intake procedure which is required for participation in group programs and/or 1:1 client consultations.

MARKETING COMMUNICATIONS

Our lawful ground of processing your personal data to send you marketing communications is either your consent or our legitimate interests (namely to grow our business).

Under the Privacy and Electronic Communications Regulations, we may send you marketing communications from us if (i) you made a purchase or asked for information from us about our goods or services or (ii) you agreed to receive marketing communications and in each case you have not opted out of receiving such communications since. Under these regulations, if you are a limited company, we may send you marketing emails without your consent. However you can still opt out of receiving marketing emails from us at any time.

You can ask us or third parties to stop sending you marketing messages at any time simply by unsubscribing from emails via the unsubscribe button which can be found at the bottom of each email or by sending support@joannabowen.com an email with your request to stop receiving emails.

If you opt out of receiving marketing communications this opt-out does not apply to personal data provided as a result of other transactions, such as purchases, warranty registrations, etc.

DISCLOSURE OF YOUR PERSONAL DATA:

We may have to share your personal data with the parties set out below:

- Service providers who provide IT and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers.
- Government bodies that require us to report processing activities.
- 3rd party technology platforms and advertisers that support the running and growth of Joanna Bowen Wellness.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We

only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

HOW DO WE USE YOUR INFORMATION?

We may use the information we collect from you when you register, purchase products, enter a contest or promotion, respond to a survey or marketing communication, 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.

To administer a contest, promotion, survey or other site feature.

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 Website, 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.

ORDERING PRODUCTS ON OUR SITE

We will request information from you on our order forms for purchase of products. To buy from us, you must provide contact information (like name and shipping address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing an order, we'll use this information to contact you.

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.

THIRD PARTY LINKS

In an attempt to provide you with increased value, we may include third party links on our site. These linked sites have separate and independent privacy policies. We, therefore, have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these linked sites (including if a specific link does not work).

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 June 24th, 2020.

ONLINE PRIVACY POLICY

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

YOUR CONSENT

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

QUESTIONS AND 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: support@joannabowen.com

TERMS AND CONDITIONS

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS OF USE CAREFULLY BEFORE USING THIS WEBSITE. All users of this site agree that access to and use of this site is subject to the following terms and conditions and other applicable law. If you do not agree to these terms and conditions, please do not use this site.

TERMS AND CONDITIONS

The Website Standard Terms And Conditions contained herein on this webpage, shall govern your use of this Website, including all pages within this Website (collectively referred to herein below as this “Website”). These Terms apply in full force and effect to your use of this Website and by using this Website, you expressly accept all terms and conditions contained herein in full. You must not use this Website if you have any objection to any of these Website Standard Terms And Conditions.

COPYRIGHT

The entire content included in this Website including but not limited to text, graphics or code is copyrighted as a collective work under the Canadian and other copyright laws, and is the property of Joanna Bowen Wellness. The collective work includes works that are licensed to Joanna Bowen Wellness, ALL RIGHTS RESERVED. Permission is granted to electronically copy and print hard copy portions of this Website for the sole purpose of placing an order with Joanna Bowen Wellness, or purchasing products from Joanna Bowen Wellness.

You may display and, subject to any expressly stated restrictions or limitations relating to specific material, download or print portions of the material from the different areas of the Website solely for your own non-commercial use, or to place an order with Joanna Bowen Wellness or to purchase Joanna Bowen Wellness products. Any other use, including but not limited to the

reproduction, distribution, display or transmission of the content of this Website is strictly prohibited, unless authorized by Joanna Bowen Wellness. You further agree not to change or delete any proprietary notices from materials downloaded from the Website.

TRADEMARKS

All trademarks, service marks and trade names of Joanna Bowen Wellness used on the Website are trademarks or registered trademarks of Joanna Bowen Wellness.

SINGLE LICENSE USE

If you purchase any program from Joanna Bowen Wellness, the program content including the content hub is for your use only and is not to be shared with anyone else. Do not share your user login and password with others as this is in contravention of copyright and could result in your removal from the program.

WARRANTY DISCLAIMER

This Website and the materials and products on this Website are provided “as is” and without warranties of any kind, whether express or implied. To the fullest extent permissible pursuant to applicable law, Joanna Bowen Wellness disclaims all warranties, express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose and non-infringement. Joanna Bowen Wellness does not represent or warrant that the functions contained in the Website will be uninterrupted or error-free, that the defects will be corrected, or that this Website or the server that makes the Website available are free of viruses or other harmful components. Joanna Bowen Wellness does not make any warranties or representations regarding the use of the materials in this Website in terms of their correctness, accuracy, adequacy, usefulness, timeliness, reliability or

otherwise. Some states do not permit limitations or exclusions on warranties, so the above limitations may not apply to you.

LIMITATION OF LIABILITY

Joanna Bowen Wellness shall not be liable for any special or consequential damages that result from the use of, or the inability to use, the materials on this Website or the performance of the products, even if Joanna Bowen Wellness has been advised of the possibility of such damages. Applicable law may not allow the limitation of exclusion of liability or incidental or consequential damages, so the above limitation or exclusion may not apply to you.

FOR EDUCATIONAL AND INFORMATIONAL PURPOSES ONLY

The information provided in or through this Website is for educational and informational purposes only and solely as a self-help tool for your own use.

NOT MEDICAL ADVICE

Joanna Bowen Wellness and its associates, employees and consultants are not medical doctors, nor are we holding ourselves out to be. The information contained in this Website is for informational purposes only and is not intended to be a substitute for medical advice that can be provided by your own physician or other medical professional. Although care has been taken in preparing the information provided to you, we cannot be held responsible for any errors or omissions, and I accept no liability whatsoever for any harm, loss or damage you may incur. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition you now have, or may have in the future. Never disregard

professional medical advice or delay seeking it because of something you have read about on this website.

Information and statements regarding dietary supplements have not necessarily been evaluated by Health Canada and are not intended to diagnose, treat, cure, or prevent any disease.

The author may not be held responsible for any adverse effects or consequences resulting from the use of any recipes, suggestions, or supplements described on this website. You agree that the information on our Website is not medical advice.

PERSONAL RESPONSIBILITY

You aim to accurately represent the information provided to us on or through our Website. You acknowledge that you are participating voluntarily in using our Website and that you are solely and personally responsible for your choices, actions and results, now and in the future. You accept full responsibility for the consequences of your use, or non-use, of any information provided on or through this Website, and you agree to use your own judgment and due diligence before implementing any idea, suggestion or recommendation from our Website to your life or family.

CODE OF CONDUCT

You may not use any Website belonging to Joanna Bowen Wellness for any illegal or unauthorized purpose. In addition to the laws of the Province of British Columbia, Canada, you also agree to comply with all local laws that apply to your use of the Website. You may not use the Website in any manner which could disable, overburden, damage, or impair the Website, or interfere with any other party's use and enjoyment of the Website. You agree that you are responsible for your own conduct and communications while using the Website and for any consequences of that use. You agree that when using the Website, you will not post or upload any inappropriate, promotional,

defamatory, destructive, obscene, or unlawful content; defame, abuse, harass, or otherwise violate the legal rights (such as rights of privacy and publicity) of others or upload dangerous or harmful files. Joanna Bowen Wellness reserves the right to remove individuals from our community in instances of misconduct.

NO GUARANTEES

Joanna Bowen Wellness aims to support and assist you in reaching your own goals, but your success depends primarily on your own effort, motivation, commitment and follow-through. Joanna Bowen Wellness cannot predict and does not guarantee that you will attain a particular result, and you accept and understand that results differ for each individual. Each individual's results depend on his or her unique background, health status, health goals, dedication, desire, motivation, actions, and numerous other factors. You fully agree that there are no guarantees as to the specific outcome or results you can expect from using the information you receive on or through this Website.

PURCHASES AND SUBSCRIPTIONS

If you wish to purchase any product or service made available through the Website ("Purchase"), you may be asked to supply certain information relevant to your Purchase including, without limitation, your name, phone number, email address, physical address, credit card information and geographic location. Please view our Privacy Policy for more information on how we use your personal information. Some parts of the Service are billed on a subscription basis as outlined on the sales and check out pages of the product. You will be billed in advance on a recurring basis as per the subscription agreement.

INDEMNIFICATION AND RELEASE OF CLAIMS

You hereby fully and completely hold harmless, indemnify and release Joanna Bowen Wellness and any of its agents, consultants, affiliates, team members, joint venture partners, employees, shareholders, directors, staff, team members, or anyone otherwise affiliated with the business from any and all causes of action, allegations, suits, claims, damages, or demands whatsoever, in law or equity, that may arise in the past, present or future that is in any way related to our Website.

ERRORS AND OMISSIONS

Although every effort is made to ensure the accuracy of information shared on or through this Website, the information may inadvertently contain inaccuracies or typographical errors. You agree that Joanna Bowen Wellness is not responsible for the views, opinions, or accuracy of facts referenced on or through the Website, or of those of any other individual or company affiliated with our business or Joanna Bowen in any way. Because scientific, technology and business practices are constantly evolving, you agree that Joanna Bowen Wellness is not responsible for the accuracy of our Website, or for any errors or omissions that may occur.

NO ENDORSEMENT

References or links in our Website to the information, opinions, advice, programs, products or services of any other individual, business or entity does not constitute our formal endorsement. Joanna Bowen Wellness is merely sharing information for your own self-help. Joanna Bowen Wellness is not responsible for the Website content, blogs, e-mails, videos, social media, programs, products and/or services of any other person, business or entity

that may be linked or referenced in our Website. Conversely, should our Website link appear in any other individuals, businesses or entities Website, program, product or services, it does not constitute our formal endorsement of them, their business or their Website either.

AFFILIATES

From time to time, we may promote, affiliate with, or partner with other individuals or businesses whose programs, products and services align with those of Joanna Bowen Wellness. There may be instances when we promote, market, share or sell programs, products or services for other partners and in exchange we may receive financial compensation or other rewards. Joanna Bowen Wellness is highly selective and only promotes the partners whose programs, products and/or services we respect. At the same time, you agree that any such promotion or marketing does not serve as any form of endorsement whatsoever. You are still required to use your own judgment to determine that any such program, product or service is appropriate for you. You are assuming all risks, and you agree that Joanna Bowen Wellness is not liable in any way for any program, product or service that we may promote, market, share or sell on or through our Website.

VARIATION

Joanna Bowen Wellness shall have the right in its absolute discretion at any time and without notice to amend, remove or vary the Services and/or any page of this Website.

COMPLAINTS

Joanna Bowen Wellness offers support to our clients and a complaints handling procedure which we will use to try to resolve disputes when they first arise, with a solution that is mutually agreeable to both the client and

Joanna Bowen Wellness. Please let us know if you have any complaints or comments at support@joannabowen.com

SEVERABILITY

If any provision of these Terms is found to be unenforceable or invalid under any applicable law, such unenforceability or invalidity shall not render these Terms unenforceable or invalid as a whole, and such provisions shall be deleted without affecting the remaining provisions herein.

ENTIRE AGREEMENT

These Terms, including any legal notices and disclaimers contained on this Website, constitute the entire agreement between Joanna Bowen Wellness and you in relation to your use of this Website, and supersede all prior agreements and understandings with respect to the same.

By using our Website you are agreeing to all parts of the above Disclaimer. If you have any questions about this Disclaimer, please contact support@joannabowen.com.

GUARANTEE / REFUND POLICY

Joanna Bowen Wellness offers a partial refund policy in the event that you are dissatisfied with the program within the first two weeks (14 days) following purchase: If, after completing the first two modules of The AGEless Method you are not happy with the program, you are entitled to request a refund for the portion of the program that remains unused.

In order to qualify for a refund, you must meet the following criteria:

- You must request your refund in writing to support@joannabowen.com
- You must provide evidence that you have, in good faith, completed the assigned action tasks for the modules that you gained access to (a point-form summary of your completed homework assignments for the first 2 modules will suffice).

- You must complete the provided exit survey in which you'll be asked to provide insight into the reason(s) for your dissatisfaction with the program.

Once all the above has been successfully confirmed, you may then be eligible for a partial refund for the unused portion of the program, minus the cost of any physical products that have already been mailed to you, including lab test kit(s), supplement(s), food product(s), shipping fees, etc.

Refund requests are processed monthly, so reimbursement may take up to 31 days to process depending on the timing of your request.

PROGRAM ACCESS

As part of your purchase, you will retain ongoing access to the program content hub (the website) including any program updates, additions and improvements, for the lifetime of the program. You may also retain access to the private Facebook group, along with access to ongoing coaching calls for 8 months in total from the date of your original purchase, provided that you do not violate the terms of the Facebook group agreement posted within the Facebook platform.

CALL CANCELLATION / NO SHOW

Your program purchase includes access to weekly group coaching calls online throughout the duration of your program. These calls take place via Zoom online video platform and are streamed into Facebook for future access. These calls are entirely optional, and your participation is encouraged, but not required. With the exception of possible technological glitches, each weekly group call will be recorded so that even if you cannot attend live, you can catch up on the recordings at your convenience. If you cannot attend the live call(s), but have specific questions or topics you would like to address, you are encouraged to submit your question(s) in advance via the private group Facebook page (the best place to do this is in the comments section for the appropriate week's upcoming coaching call event).

Additionally, you may receive private 1:1 coaching calls from time to time as part of the weekly prize incentive offering. Odds of winning are influenced by the number of entries received each week and while there are no guarantees that you will win, increased participation in completing each module's assigned action tasks will improve your chances. If you are selected to win a private 1:1 coaching session, you will be provided with a calendar booking link to select your own appointment date and time. If you need to reschedule or cancel your chosen appointment, you may do so up to 24 hours in advance by selecting the "reschedule" option included in your appointment confirmation email. If you fail to reschedule your appointment and do not show up, your session will be forfeited. If you reschedule your appointment more than three times, you will forfeit your session.

DECLINE PAYMENT

If you have chosen to pay your program fees via a payment plan, each payment must be paid in full and on time in order to maintain access to the program content offerings. Declined payments will be handled as follows:

- Payment will be attempted three additional times within 3 days following the initial decline.
- You will receive a series of emails upon declined payment, each with a request to bring your account up to date.
- If no payment arrangements are made within the requested time frames, you will receive a "Notice of Interruption" email informing you that your access to the program has been withdrawn until such time that your account is brought up to date. At this point you will lose access to both the content housed within the website *and* the private Facebook group until arrangements for payment have been made.
- Payment attempts will continue to be made and you will continue to receive weekly communications (email and/or phone call if applicable) attempting to resolve the issue and restore your full access to the program content.

Note that any declined payment sequence resulting in your program access being removed will not result in any refunds for unused portions of the program. Instead, efforts will be made to try to bring your account back up to date so that you may resume access to the program content. If you wish to receive a refund, you must follow the refund policy process outlined within 21 days of original purchase (see "Refund Policy" for specific details).

DISCOUNTS / PROMOTIONS

Discounts and promotions may be offered at various points in time, are not guaranteed and will change without notice.

OFFICE HOURS / CUSTOMER SERVICE

Customer service inquiries are handled Monday - Friday from 9am - 5pm (Pacific). All customer service inquiries (including complaints, payment issues, refund requests, technical support, etc. must be directed to support@joannabowen.com and will not be handled in the Facebook group. The Facebook group is reserved specifically for program content questions, accountability, and group coaching to support clients while moving through the program. Questions, comments and requests for support made within the Facebook group are generally handled Monday through Friday from 9am - 5pm (Pacific).

COMPLAINTS / COMMUNICATION

Client complaints should be submitted by email to support@joannabowen.com and will be handled between Monday - Friday, 9am - 5pm Pacific Time. Complaints will not be handled within the private group Facebook page. (See "Office Hours / Customer Service" for more information).