

## Terms and Condition

I acknowledge that Dietitian Mate Consultancy personalized health program aims to be inclusive, this product should not serve as a replacement to my primary healthcare provider and is not intended to mainly diagnose, treat, or cure any physical illness or psychological disorders. I understand the role of dietitians in Dietitian Mate Consultancy will be following the legal role according to the Allied Health Sciences act, whereby dietitians will help to improve and cure client's health conditions using medical nutrition therapy.

I acknowledge and agree that Dietitian Mate Consultancy reserves and retains the right to picture record, video record, audio record and process all interactions. All recordings are the sole property of Dietitian Mate Consultancy. Recorded interactions are used for developmental, research, analytics, improvement and monitoring purposes. I understand that Dietitian Mate Consultancy will ask for my consent shall my sensitive data such as health improvement with my name be used for marketing purposes.

I acknowledge that for any purchase of Dietitian Mate Consultancy consultation and product, payment is to be made first before the service can ensue. All requests for cancellation and refunds must reach us the day before the start of the class. No refunds or credits will be granted once the class has started. Approved refunds will take a minimum of 1 week to process.

I hereby agree that in using Dietitian Mate Consultancy, I shall not in any circumstance commit any of the following prohibited conduct which I acknowledge would constitute a serious breach of Dietitian Mate Consultancy Terms of Use:-

- use words that constitute or which can be considered to constitute verbal abuse;
- send/transmit any obscene/disturbing materials;

send/transmit any materials which constitute or encourage conduct that would be considered a criminal offence in Malaysia or any other country;  
use any words and/or send/transmit any materials that are discriminatory or derogatory, including on the basis of someone's race, religion, age, gender, disability or sexuality; and/or  
send/transmit any materials that contain a threat of any kind, including threats of physical violence.

I hereby acknowledge and agree that Dietitian Mate Consultancy reserves the right to suspend and/or terminate the services provided to me at any time upon reasonable grounds, which will effectively result in my inability to use Dietitian Mate Consultation Services. I also hereby acknowledge and agree that in the event of any breach of Dietitian Mate Consultancy terms and conditions, Dietitian Mate Consultancy may in its absolute discretion suspend and/or terminate the services provided to me immediately without notice.

I acknowledge and agree that Dietitian Mate Consultancy shall not be liable to me or my beneficiaries for any losses, claims, costs, expenses or damages arising out of or in connection with my use of and/or reliance on the Services, or any termination of my access to the Services, whether arising from the negligence, default, act or omission of Dietitian Mate Consultancy and/or its affiliates and/or their respective employees, officers, contractors and/or agents or partners.

I hereby agree to indemnify and hold harmless Dietitian Mate Consultancy and its affiliates, and their respective employees, officers, contractors, partners and agents from any liability, losses, claims, costs, expenses or damages that Dietitian Mate Consultancy may suffer or incur as a result of, in connection with or arising out of my participation in any event or activity by Dietitian Mate Consultancy, and/or the use of the Services.

By purchasing any package/program or informing Dietitian Mate Consultancy to

proceed with the Services, I acknowledge and agree that these terms and conditions will both govern my use of the Services and form part of the contract between myself and Dietitian Mate Consultancy.

#### Privacy and Personal Data Protection

Dietitian Mate Consultancy abides by the Personal Data Protection Act 2010 ('The Act') which requires us to inform you of your rights in respect of your personal data that is being processed or that is being collected and further processed by us and the purposes for the data processing. The Act also requires us to obtain your consent to the collection and processing of your data that enables us to perform, analyse and improve our services, offer our services and communicate with you. We will use this data to provide you with the Services requested, to maintain our records and/or to send you relevant information.

By signing up to the programme or services, I hereby consent for my personal data (including sensitive data) to be collected and processed, and confirm that I agree to Dietitian Mate Consultancy privacy policy. All the information provided here by me is correct.

By providing sensitive data such as health diagnosis, blood test, DNA test to Dietitian Mate Consultancy, I understand that Dietitian Mate Consultancy will not be responsible for any breach of data caused by uncontrolled or unfortunate events. I also understand that Dietitian Mate Consultancy will take full responsibility in protecting the data within their power.

We strongly urge you to review our detailed privacy policy prior to providing us with your personal data.