



TERMS AND CONDITIONS & PRIVACY POLICY

(TEXTING AND TELEPHONE)

Dysfunction Junction Inc. respects your privacy. By opting into our SMS messaging service, you agree to the following terms regarding how we handle your data:

- **Data Collection:** We will collect your name, email address, mailing address and mobile phone number when you sign up for SMS updates. The information will be collected via, website contact form, email, direct text message, direct phone call, verbal consent or third-party reservation systems.
- **Data Usage:** We use your data solely for the informational text messages to answer questions and provide support to customers, appointment reminders/confirmation.
- **Data Sharing:** Customer data is not shared with third parties for promotional or marketing purposes. Mobile Opt-In, and consent are never shared with anyone for any purpose. Any information sharing that may be mentioned elsewhere in the policy excludes mobile opt in data.
- **Exception to Data Sharing:** the only circumstance under which your information may be shared, if it is required by law, such as in compliance with a legal order or regulation.
- **Data Security:** We protect your data with secure storage measures to prevent unauthorized access.
- **Data Retention:** We retain your information for the duration you are subscribed to our SMS service. You may request deletion at any time.
- **Carrier Non-Liability:** Carriers are not liable for any delayed or undelivered messages.
- **Non-Sharing Clause:** Mobile information will not be shared with Third Parties/Affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties or affiliates. Information sharing to subcontractors in support services, such as customer service providers, is permitted.

Terms and Conditions:

- This messaging program consists of informational text messages to answer questions and provide support to customers and appointment information.
- By signing up for texts, you consent to receive informational texts from Dysfunction Junction Inc. at the number you provided, including messages sent by auto dialer. Consent is not a condition of purchase.



DYSFUNCTION JUNCTION_{INC.}

MANUAL THERAPY FOR EVERY BODY

- **Opt-out:** You can opt out of the SMS list at any time by texting, emailing, calling or replying STOP or CANCEL to (780)-296-1955 or emailing dysfunction-junction@outlook.com. After unsubscribing you may receive a final SMS to confirm you have been unsubscribed. We will remove your number from our list within 24 hours. After this you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages again to you.
- **Message and DATA rates may apply.** Your mobile carrier may charge fees for sending or receiving text messages, especially if you do not have an unlimited texting or data plan.
- **Messages are recurring, and message frequency varies.**
- **How to get help:** you can reply with the keyword help for additional assistance, and you will receive a text response. We are here to help you.
- **Contact information:** you may contact Dysfunction Junction Inc. at (780) 296-1955 or dysfunction-junction@outlook.com for any questions regarding privacy, assistance with the messaging program or to stop receiving messages.

Privacy Policy – Jane programs

Dysfunction Junction Inc. uses a 3rd party software for clinic and client management. For a Jane specific privacy policy please follow the provided link. <https://jane.app/ca/legal/privacy-notice>

Dysfunction Junction Inc. uses a 3rd party for website operation and hosting. For a link to the website specific privacy policy please follow the provided link <https://janewebsites.com/privacy-policy>

Services Cancellation Policy

At Dysfunction Junction Inc. we have a 24hr Cancellation Policy for all services. If you need to modify your appointment details or are unable to attend your scheduled time and do not notify us with a minimum of 24 hrs, a charge of the full amount of the service will be your responsibility. Although we understand that things unexpectedly come up, we ask you attempt to reach out to the clinic.

780-296-1955 (call or text)
dysfunction-junction@outlook.com

Product Return Policy

All our product sales are final. Our team will work to make sure you are happy with a product prior to purchase and offer samples and trials where possible.

Dysfunction Junction Inc
106a, 10011 92 St, Grande Prairie
780-296-1955

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