

Terms and Conditions

Welcome to Inaura! We are excited to provide a platform that will help you on your journey. These terms (“Terms”) provide you (“you,” “your” or “User”) with critical information and form a legally binding contract between you and Inaura, Inc. (“Inaura,” “Company,” “Site”, “we,” or “us”).

BY USING OR OTHERWISE ACCESSING THE SERVICES, YOU AGREE TO THE TERMS OF THIS AGREEMENT. YOU ALSO AGREE TO RESOLVE ANY DISPUTE THAT YOU MAY HAVE WITH US OR THE SERVICES IN THE STATE OF TEXAS. IF YOU DO NOT AGREE WITH THIS AGREEMENT, YOU CANNOT USE THE SERVICES. Please note that we offer the Services “AS IS” and without making any representations or warranties.

Inaura is a platform dedicated to curating Guides for Seekers searching for wellness, spirituality, and personal development (“Platform”). Inaura uses the proprietary GuideMe Assessment to match Guides, Offerings, Resources to aligned Seekers (“Service”). The Platform consists of the GuideMe Assessment and web pages operated by Inaura, including the Inaura App once it is released. Inaura is offered to you under these Terms as is. Your use of Inaura constitutes your agreement to all such Terms. Please read carefully and keep a copy for your reference.

Any new platforms, tools, services, offerings, features or marketplaces offered by Inaura shall be subject to these Terms. We reserve the right to update and change the Terms and Conditions by posting updates on Inaura at any time. You agree that it is your responsibility to check for updates to these Terms. If you choose to access or use the Service or continue to use the Service after being notified of any changes to Terms or Privacy Policy you confirm that you have read, understand and agree to be bound by new Terms and Conditions and Privacy Policy.

Please feel free to contact us at admin@inaura.com for any questions, inquiries or issues.

DISCLAIMERS

WE DO NOT OFFER MEDICAL ADVICE. All text, graphics, images, photographs, video, audio, and other information displayed on the Inaura website, platform, app, and related social media platforms (“Site”) (the “Content”) is provided for informational purposes only. The Content is not provided for purposes of professional or medical advice, diagnosis, or treatment and is not intended to be a substitute for professional or medical advice, diagnosis, or treatment. No action should be taken or decision made related to any medical condition based upon any information contained in the Site. You should seek independent professional advice from a person who is licensed and/or qualified in the applicable area. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.

You acknowledge that although some Content may be provided by mental health professionals, practitioners, and energy healers the provision of such Content does not create a professional/client relationship, and does not constitute an opinion, medical advice, or diagnosis or treatment, but is provided solely to assist you in choosing a therapist, psychologist, healer or practitioner based on your own judgment (collectively, “Guide”).

WHILE WE MAKE REASONABLE EFFORTS TO PROVIDE YOU WITH ACCURATE CONTENT, WE MAKE NO GUARANTEES, REPRESENTATIONS OR WARRANTIES, WHETHER EXPRESSED OR IMPLIED, WITH RESPECT TO PROFESSIONAL QUALIFICATIONS, EXPERTISE, QUALITY OF WORK, PRICE OR COST INFORMATION, INSURANCE COVERAGE OR BENEFIT INFORMATION, OR ANY OTHER CONTENT OR SERVICE AVAILABLE THROUGH THE PLATFORM OR SITE. IN NO EVENT SHALL WE BE LIABLE TO YOU OR ANYONE ELSE FOR ANY DECISION MADE OR ACTION TAKEN BY YOU IN RELIANCE ON ANY SUCH CONTENT. FURTHERMORE, WE DO NOT IN ANY WAY ENDORSE OR RECOMMEND ANY INDIVIDUAL OR ENTITY LISTED OR ACCESSIBLE THROUGH THE SERVICES. You are responsible for all expenses for offerings from Guides and Inaura services. Usual, customary and any other charges for any therapy or related services rendered by will apply and will be entirely your responsibility.

You acknowledge that we have no control over, and no duty to take any action regarding: (a) which users gain access to the Site and/or the Services, (b) what Content you access, (c) the effect the Content may have on you, (d) how you may interpret or use the Content, or (e) what actions you may take as a result of having been exposed to the Content. You release us from all liability for you having acquired, you having not acquired, or your use of Content. We make no representations or warranties regarding suggestions or recommendations of services or products offered or purchased through the Site and/or the Platform. We have no special relationship with or fiduciary duty to you. WE PROVIDE THE SERVICES "AS IS" AND "AS AVAILABLE." WE MAKE NO EXPRESS OR IMPLIED WARRANTIES OR GUARANTEES ABOUT THE SERVICES. TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE HEREBY DISCLAIM ALL SUCH WARRANTIES, INCLUDING ALL STATUTORY WARRANTIES, WITH RESPECT TO THE SERVICES AND THE SITE, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. WE DO NOT GUARANTEE THAT THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES WILL BE EFFECTIVE, RELIABLE OR ACCURATE OR WILL MEET YOUR REQUIREMENTS OR NEEDS. WE DO NOT GUARANTEE THAT YOU WILL BE ABLE TO ACCESS OR USE THE SERVICES (EITHER DIRECTLY OR THROUGH THIRD-PARTY NETWORKS) AT TIMES OR LOCATIONS OF YOUR CHOOSING. WE ARE NOT RESPONSIBLE FOR THE ACCURACY, RELIABILITY, TIMELINESS OR COMPLETENESS OF INFORMATION PROVIDED BY USERS OF THE SERVICES OR ANY OTHER DATA OR INFORMATION PROVIDED OR RECEIVED THROUGH THE SERVICES. EXCEPT AS EXPRESSLY SET FORTH HEREIN, INAURA, INC MAKES NO WARRANTIES ABOUT THE INFORMATION SYSTEMS, SOFTWARE AND FUNCTIONS MADE ACCESSIBLE THROUGH THE SERVICES OR ANY OTHER SECURITY ASSOCIATED WITH THE TRANSMISSION OF SENSITIVE INFORMATION. INAURA, INC DOES NOT WARRANT THAT THE SITE OR THE SERVICES WILL OPERATE ERROR-FREE, BUG-FREE OR FREE FROM DEFECTS, THAT LOSS OF DATA WILL NOT OCCUR, THAT DEFECTS WILL BE CORRECTED, OR THAT ANY PART OF THIS SITE, INCLUDING BULLETIN BOARDS, OR THE SERVERS THAT MAKE IT AVAILABLE, ARE FREE OF VIRUSES OR OTHER HARMFUL ITEMS. WE DO NOT WARRANT OR MAKE ANY REPRESENTATIONS REGARDING THE USE OR THE RESULTS OF THE USE OF THE SITE OR MATERIALS ON THIS SITE OR ON THIRD-PARTY SITES IN TERMS OF THEIR CORRECTNESS, ACCURACY, TIMELINESS, RELIABILITY OR OTHERWISE. WITH REGARDS TO HEALTH & WELLNESS CONTENT ON THE SITE:

LIMITATION AND EXCLUSION OF LIABILITY

You agree that, to the fullest extent allowable under applicable law, Company, its parent, subsidiaries, affiliates, licensors, service providers, content providers, employees, contractors, agents, officers, directors, shareholders, representatives, and investors will not be liable for any incidental, direct, indirect,

punitive, actual, consequential, special, exemplary, or other damages, including loss of revenue or income, pain and suffering, emotional distress, or similar damages, even if Company has been advised of the possibility of such damages. In no event will the collective liability of Company and its parent, subsidiaries, affiliates, licensors, service providers, content providers, employees, contractors, agents, officers, directors, shareholders, representatives, and investors to any party (regardless of the form of action, whether in contract, tort, under statute or otherwise) exceed the greater of \$100 or the amount you have paid to company for the applicable content, product or service out of which liability.

INDEMNIFICATION

Upon request, you agree to defend, indemnify, and hold harmless Company and its parent, subsidiaries, affiliates, licensors, service providers, content providers, employees, contractors, agents, officers, directors, shareholders, representatives, and investors from all liabilities, claims, demands and expenses, including attorney's fees, that arise from or are related to (a) your use of the Site and/or Services, or (b) your violation of this Agreement or of any intellectual property or other right of any person or entity by you or any person using your credentials.

APPLICABLE LAW, ARBITRATION, AND CLASS ACTION WAIVER

This Agreement shall be deemed to have been entered into and shall be construed and enforced in accordance with the laws of the State of Texas as applied to contracts made and to be performed entirely within Texas, without giving effect to the state's conflicts of law statute.

YOU AGREE THAT ALL DISPUTES BETWEEN YOU AND US (WHETHER OR NOT SUCH DISPUTE INVOLVES A THIRD PARTY) RELATING TO YOUR RELATIONSHIP WITH US, INCLUDING, WITHOUT LIMITATION, DISPUTES RELATED TO THIS AGREEMENT, YOUR USE OF THE SERVICES, AND/OR RIGHTS OF PRIVACY AND/OR PUBLICITY, WILL BE RESOLVED BY BINDING, INDIVIDUAL ARBITRATION UNDER THE AMERICAN ARBITRATION ASSOCIATION'S RULES FOR ARBITRATION OF CONSUMER-RELATED DISPUTES, AND YOU AND WE HEREBY EXPRESSLY WAIVE TRIAL BY JURY. Neither you nor we will participate in a class action or class-wide arbitration for any claims covered by this Agreement to arbitrate. YOU ARE WAIVING THE ABILITY TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS. You also agree not to participate in claims brought in a private attorney general or representative capacity, or consolidated claims involving another person's account, if we are a party to the proceeding. This dispute resolution provision will be governed by the Federal Arbitration Act and not by any state law concerning arbitration. Judgment on the award rendered by the arbitrator may be entered in any court having competent jurisdiction. Any provision of applicable law notwithstanding, the arbitrator will not have authority to award damages, remedies or awards that conflict with these Terms of Use or the Agreement.

Terms of Use

These terms of use govern your use of the Site. By accessing the Site, you are indicating your acknowledgment and acceptance of these terms of use. These terms of use are subject to change by Company at any time at its discretion. Your use of this site after such changes are implemented constitutes your acknowledgment and acceptance of the changes. Please consult these terms of use regularly.

1. USER ACCOUNTS

- a. Users of the Site may sign up for a user account by following the instructions on the Site. Company reserves the right to reject any new registration or cancel an existing account at any time for any reason.
- b. Users may only register an account for themselves and are limited to a single account. Users may not register company accounts.
- c. Any passwords used for this site are for individual use only. You will be responsible for the security of your password. Company will be entitled to monitor your password and, at its discretion, require you to change it. If you use a password that Company considers insecure, Company will be entitled to require the password to be changed and/or terminate your account. You are prohibited from using any services or facilities provided in connection with this site to compromise security or tamper with system resources and/or accounts. The use or distribution of tools designed for compromising security is strictly prohibited. If you become involved in any violation of system security, Company reserves the right to release your details to system administrators at other sites in order to assist them in resolving security incidents. Company reserves the right to investigate suspected violations of these Terms of Use.
- d. You agree that Inaura may cooperate with law enforcement or governmental authorities requesting or directing the Company to disclose your identity or activities on the Site. By accepting this agreement you waive and hold harmless Inaura from any claims resulting from any action taken by Company during or as a result of its investigations and/or from any actions taken as a consequence of investigations by either the company or law enforcement authorities.
- e. You agree that Inaura will not be liable to you for any loss or damage caused by any security breach, including but not limited to loss of information or unauthorized disclosure of information caused by a security breach.
- f. You will not create a username with the intent to impersonate another person, use another User's username and password, or select a username or password that is offensive, vulgar or obscene as determined by Inaura.
- g. You are responsible for your account activity and must notify Inaura of any unauthorized use of your account. Inaura may, upon notice, take steps to investigate such unauthorized use, but will have no liability with respect to any such unauthorized use nor any obligation to take action.
- h. Any breach of the Terms of Use may result in Inaura terminating your account.

2. USER WARRANTIES

- a. You represent and warrant that you are at least 18 years of age, or an emancipated minor, or possess legal parental or guardian consent. You are fully able and competent to enter these terms, conditions, obligations, affirmations, representations and warranties set forth with these terms. Inaura does not knowingly collect information from persons

under the age of (13). If you are thirteen or under you are not permitted to use this Service.

- b. You agree that all information transmitted through this Service is the sole responsibility of the person who created it. Inaura is not liable for any errors or omissions in any Content or information contained on the Site.
- c. We do not endorse or have control over any Users comments or interaction.
- d. You acknowledge that all interaction, content accessed using this Service is at your own risk and you will be solely responsible and liable for any damage or loss to you or any other party resulting therefrom.

3. User Content

- a. **User Content:** You may upload images, videos, text, comments, graphics, etc. of (collectively, the "User Content") as part of your use of the Service.
- b. **Rights and Licenses.** When you upload User Content to the Service, you grant Inaura and its authorized sub-licensees and distributors, a worldwide, non-exclusive, royalty-free, fully paid, right and license to reproduce, distribute, digitally transmit, stream, display, create derivative works of, communicate to the public, synchronize, and collectively exploit your content and all associated copyrightable works or metadata. The foregoing license grant does not affect your ownership or license rights in User Content, including the right to grant additional licenses to the material. You agree to indemnify Inaura and its affiliates, directors, officers and employees and hold them harmless from any and all claims and expenses, including attorneys' fees, arising from the media and/or your failure to comply with these the terms described in this document.
- c. **Personal Information:** Personal information submitted by you to Inaura through the Site or Platform is governed by Inaura's Privacy Policy.
- d. **Communication Services:** Inaura may contain functionalities (including blogs, message boards, user reviews, etc.) that allows users to upload content to the Site (collectively the "**Communication Services**") and users may also upload content via our official brand presence on social media platforms and branded hashtags (including, without limitation Facebook, Twitter, Google Plus, YouTube, Instagram, TikTok, Clubhouse, LinkedIn, and Pinterest, collectively "Social Media Platforms"). You agree that you will not upload or transmit any communications or content of any via the Communication Services or Social Media Platforms that infringe or violate any rights of any party. By submitting communications or content via the Communication Services or Social Media Platforms, you agree that such submission is non-confidential. You agree to use the Communication Services only to post, send and receive messages and material that are proper and related to the particular Communication Service. Inaura is not responsible for the operations, terms or policies of any social media platform. If you make any submission via the Communication Services or a Social Media Platform or if you submit any business information, idea, concept or invention to Inaura by email, you automatically grant or warrant that the owner of such content or intellectual property has expressly granted Inaura a royalty-free, perpetual, irrevocable, world-wide nonexclusive license to use, reproduce, create derivative works from, modify, publish, edit, translate, distribute, perform, and display the communication or content in any media or medium, or any form, format, or forum now known or hereafter developed. Inaura may sublicense its rights through multiple tiers of sublicenses. If you wish to keep any business information, ideas, concepts or inventions private or proprietary, do not submit them via the Communication

Services or Social Media Platforms or to Inaura by email. We try to answer every email in a timely manner, but are not always able to do so.

- e. **Photos and Videos:** You agree to only submit and post media (photos, video, audio) on Inaura that you have taken yourself or have the rights to transmit and license and which do not violate trademark, copyright, privacy or any other rights of any other person. By uploading any media on the Inaura site you warrant that you have permission from all persons appearing in your media for you to make this contribution and grant rights described herein. Never post a picture or video of or with someone else unless you have their explicit permission.
- f. **Hate Speech.** It is strictly prohibited to upload media of any kind that contain expressions of hate, abuse, offensive images or conduct, obscenity, pornography or any material that could give rise to any civil or criminal liability under applicable law or regulations or that otherwise may be in conflict with these Terms and Conditions, the Inaura Advertising Policy and the Inaura Privacy Policy.
- g. **Emergencies.** If you feel threatened or believe someone else is in danger, you should contact your local law enforcement agency immediately. If you think you may have a medical emergency, call your doctor or 911 immediately.
- h. **Infringing Material.** Inaura has no obligation to monitor the Communication Services. However, Inaura reserves the right to review all Content prior to submission to the site and to remove any media for any reason, at any time, without prior notice, at our sole discretion. Inaura reserves the right at all times to disclose any information as necessary to satisfy any applicable law, regulation, legal process or governmental request.

4. COMMUNICATIONS

- a. By creating an Inaura account of any type, you agree to subscribe to newsletters, marketing or promotional materials and other information sent by us or by any third party with whom we may contract at our discretion.
- b. You may opt out of any or all communication from us or any third party by clicking the unsubscribe link in an email.

5. THIRD PARTY SERVICES

- a. We may provide links to third-party web sites or offer to you certain third party services including but not limited to the ability to connect with Guides (collectively, "Third Party Service(s)"). Such Third Party Services are provided "AS IS" without indemnification, support, or warranty of any kind, and this Agreement does not apply to your use of any such offered Third Party Services.
- b. You are responsible for evaluating whether you want to access or use Third Party Services. We reserve the right to suspend Third Party Services at any time. You should review any applicable terms and/or privacy policies of a Third Party Service because you may give the operator permission to use your information outside of what you have agreed to herein. We are not responsible for, nor endorse any features, content, advertising, products or other materials on or available from such Third Party Services.
- c. Inaura may select certain sites as priority responses to search terms you enter and Inaura may agree to allow advertisers to respond to certain search terms with advertisements or sponsored content. Inaura does not recommend and does not endorse the content on any third-party websites. Inaura is not responsible for the content of third-party sites, sites framed within the Site, third-party sites provided as search results, or third-party advertisements, and does not make any representations regarding their

content. Your use of third-party websites is at your own risk and subject to the terms and conditions of use for such sites.

6. PAYMENTS

- a. We reserve the right at any time to change our fees (including to begin charging for services that we are currently providing free of charge) and billing methods, either immediately upon posting on the Site or by email delivery to you.
- b. If you wish to purchase any product or service made available through the Service or from any third party ("Purchase"), you may be asked to supply certain information relevant to your Purchase including, without limitation, your credit card number, the expiration date of your credit card, and your billing address.
- c. You represent and warrant that: (i) you have the legal right to use any credit card(s) or other payment method(s) in connection with any Purchase; and that (ii) the information you supply is true, correct and complete.
- d. The Site may employ the use of third party services for the purpose of facilitating payment and Purchases. By submitting your information, you grant us the right to provide the information to these third parties subject to our Privacy Policy.
- e. The Site reserves the right to refuse or cancel your order at any time for reasons including but not limited to: product or service availability, errors in the description or price of the product or service, error in your order, if fraud or an unauthorized or illegal transaction is suspected, or other reasons.

7. CONDITIONS OF USE

- a. You agree that you shall only use the Service for legal purposes and shall NOT:
 - i. Threaten or abuse, defame, invade privacy, stalk, make racist comments, harass, threaten or offend others on this site.
 - ii. Engage in any conduct that is unlawful, immoral, threatening, abusive or in a way that is deemed unreasonable by Inaura in its sole discretion.
 - iii. Use the Service in any manner inconsistent with this Agreement;
 - iv. Act fraudulently or maliciously, for example, by breaching or posting harmful information to the Site or any operating system;
 - v. Post or publish any material that does not pertain directly to the Service;
 - vi. Advertise any commercial endeavor (for example offering for sale products or services) or engage in any commercial activity (contests, raffles, anything soliciting goods/services etc) except as may be specifically authorized on this site;
 - vii. Solicit funds, advertisers or sponsors;
 - viii. Infringe any of our intellectual property or other right of any entity or person, including making unauthorized use or violating anyone's copyrights or trademarks or their rights of publicity;
 - ix. Transmit any material that is confidential or proprietary;
 - x. Use the Service in a way that could damage, disable, overburden, impair or compromise our systems or security or interfere with other users;
 - xi. Collect social security or insurance number, financial account number, drivers' license number, health information, or other sensitive information required to be secured under applicable local, state, provincial, national, or other law, rule, or

regulation, or for which disclosure is required in case of a data breach without first obtaining our prior written consent; and

- xii. Collect or harvest any information or data from the Service or attempt to decipher any transmissions to or from the servers running any Service;
 - xiii. Access the Service in order to build a similar or competitive product or service or copy any ideas, features, functions, or graphics of the Service;
 - xiv. Use the Service in any manner that may harm minors or that interacts with or targets people under the age of thirteen;
 - xv. Impersonate any person or entity, including, but not limited to, an employee of ours, or falsely state or otherwise misrepresent your affiliation with a person, organization or entity;
 - xvi. Use the Service to provide material support or resources (or to conceal or disguise the nature, location, source, or ownership of material support or resources) to any organization(s) designated by the United States government as a foreign terrorist organization pursuant to section 219 of the Immigration and Nationality Act or other laws and regulations concerning national security, defense or terrorism;
 - xvii. Access, search, or create accounts for the Service by any means other than our publicly supported interfaces;
 - xviii. Send unsolicited communications, promotions, advertisements, or spam;
 - xix. Send altered, deceptive or false source-identifying information, including "spoofing" or "phishing";
 - xx. Sublicense, resell, time share or similarly exploit the Service;
 - xxi. Submit content containing hyperlinks to other sites that contain content that allow or have published any of the above; or
 - xxii. Authorize, permit, or encourage any person to do any of the above.
- b. Our Company reserves the right, under no obligation, to monitor use of this site to determine compliance with these Terms of Use, as well as the right to remove or refuse any information for any reason. Notwithstanding these rights, you remain solely responsible for the content of you submit or post. You acknowledge and agree that neither Company nor any third party that provides Content to Company will assume or have any liability for any action or inaction by Company or such third party with respect to any Submission.

8. CHANGES TO THE SERVICE

- a. We reserve the right to upgrade, maintain, tune, backup, amend, add or remove features, redesign, improve or otherwise alter the Service.

9. INTELLECTUAL PROPERTY

- a. You acknowledge that Inaura retains full ownership and exclusive rights of use and control of all Intellectual Property of Inaura incorporated in the Service (including all improvements, enhancements, updates and corrections) and any Intellectual Property generated by Inaura in the process of providing the Service.
- b. You may use software, proprietary systems and Intellectual Property owned by Inaura, or for which Inaura has appropriate authority to use, and you agree that such Intellectual Property is protected by copyright, trade marks, patents, proprietary rights

and other laws, both domestically and internationally. You warrant that you shall not knowingly infringe on any third-party rights through the use of the Service.

- c. You agree and accept that any Intellectual Property generated by you in connection with the Service is owned absolutely by Inaura and vests in Inaura immediately, including:
 - i. Inaura name, trade marks, logo and design; and
 - ii. any text, images, graphics, source code, usage data, ideas, enhancements, feature requests, suggestions or other information provided by the User or any other party with respect to the Service.
- d. You further warrant that by using the Service you will not:
 - i. use any Intellectual Property of Inaura without express permission;
 - ii. copy any part of the Service for the User's own commercial purposes; or
 - iii. directly or indirectly copy, recreate, decompile, reverse engineer or otherwise obtain, modify or use any source or object code, architecture, algorithms contained in any documentation associated with it.
- e. To the extent that any derivative works cannot be assigned to Inaura, you hereby grant Inaura a perpetual and irrevocable (irrespective of the expiration or termination of this Agreement), non-exclusive, transferable, worldwide, and royalty-free license to reproduce, distribute, perform, and display any derivative works of the Service developed by or for the User, and to use, make, have made, sell, offer to sell, import, export, and otherwise exploit any product based on any such derivative works.
- f. All materials posted on this website are protected by the copyright laws in the United States and in foreign countries. Inaura authorizes you to view the Content on the Inaura Site solely for your personal, noncommercial use. Any special rules for the use of certain software and other items accessible on the Site are incorporated into these Terms by reference. All rights not expressly granted herein are reserved to Inaura and its licensors.
- g. If you violate these Terms, your permission to use the Content automatically terminates and you must immediately return or destroy any Content in your possession.

10. ADVERTISING

- a. Some of our services may be supported by advertising revenue and may display advertisements and promotions. You agree that we may place such advertising and promotions on the Platform, or on, about, or in conjunction with your user content. The manner, mode, and extent of such advertising and promotions are subject to change without specific notice to you.
- b. You are not entitled to any compensation for such advertisements. The manner, mode and extent of such advertising are subject to change without specific notice to you. User

content (including any that may have been created by users employed or contracted by Inaura) does not reflect the opinion of Inaura.

- c. You grant us permission to use and send push notifications, emails, alerts, marketing and promotional materials, email campaigns, and other reasonable forms of communications.

11. FEEDBACK

- a. You acknowledge that any and all:
 - i. Suggestions for correction, change, and modification to the Site, Platform, or our Services, information and reports you provide to us, and other feedback (including but not limited to quotations of written or oral feedback), (collectively “Feedback”); and
 - ii. Improvements, updates, modifications, or enhancements, whether made, created, or developed by us, or otherwise relating to Feedback (collectively, “Revisions”);
 - iii. are and will remain our property. All Feedback and Revisions become the sole and exclusive property of Inaura and we may use and disclose Feedback and/or Revisions in any manner and for any purpose whatsoever without further notice or compensation to you, and without your retention of any proprietary or other right or claim.
- b. You assign to us any and all right, title, and interest (including, but not limited to, any patent, copyright, future copyright, trade secret, trademark, show-how, know-how, and any and all other intellectual property right) that you may have in and to any and all Feedback and Revisions.
- c. You agree to waive any rights you may have in any and all Feedback and Revisions, and consent to any act which amounts to an infringement of any such moral right, in favour of Inaura. At our request, you will execute any document, registration or filing required to give effect to these provisions.

12. WARRANTIES, DISCLAIMERS & EXCLUSIVE REMEDIES

- a. INAURA DOES NOT GUARANTEE THAT THE SERVICE WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED, OR THAT INAURA WILL CORRECT ALL SERVICE ERRORS. YOU ACKNOWLEDGE THAT INAURA DOES NOT CONTROL THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND THAT THE SERVICE MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH COMMUNICATIONS FACILITIES. INAURA IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS.
- b. Inaura is not liable for (1) any content posted by Users on our Site, Platform, or Service; (2) contracts, contractual obligations, or other obligations that may arise from an employment, contractor, or other relationship between Users; (3) any review of content posted on our Site or Service; (4) any damages that result through the use of our Service; (5) any negative or critical comments that may be posted by Users, or other third party through the Service; or (6) any of the Third Party Service(s) you may be provided pursuant to your use of the Service.

- c. You agree that we are not required to or under any obligation to review, screen, edit, monitor or remove any content posted on our Site, although we reserve the right to do so, and to take any other action, in Inaura's discretion, with or without notice, to prevent any violation, enforce any provision, or rectify any alleged violations of this Agreement or any applicable law.
- d. YOU AGREE THAT YOU USE THE SITE ENTIRELY AT YOUR OWN RISK. INAURA DOES NOT GUARANTEE THE ACCURACY OF DATA CAPTURED THROUGH ITS SOFTWARE. THE SERVICES INCLUDED IN OR AVAILABLE THROUGH THE SITE MAY INCLUDE INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN. YOU AGREE TO INDEMNIFY INAURA FOR ANY LOSS, DAMAGE, COST OR EXPENSE THAT INAURA MAY SUFFER OR INCUR AS A RESULT OF OR IN CONNECTION WITH YOUR USE OF OR CONDUCT IN CONNECTION WITH THE SOFTWARE AND/OR ITEM, INCLUDING ANY BREACH BY YOU OF THIS AGREEMENT.
- e. TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS INCLUDING FOR HARDWARE, SYSTEMS, NETWORKS OR ENVIRONMENTS OR FOR MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE.
- f. TO THE MAXIMUM EXTENT PERMITTED BY LAW, INAURA'S LIABILITY FOR BREACH OF THIS AGREEMENT OR OTHERWISE IN CONNECTION WITH THE SERVICE, INCLUDING ANY IMPLIED WARRANTY OR CONDITION THAT CANNOT BE EXCLUDED, IS RESTRICTED AT INAURA'S OPTION TO \$100, THE RE-SUPPLY OF SERVICE, OR PAYMENT OF THE COST OF RE-SUPPLY OF SERVICE (IF APPLICABLE). IN NO EVENT SHALL WE BE LIABLE TO YOU (OR TO ANY THIRD PARTY CLAIMING UNDER OR THROUGH YOU) FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES ARISING FROM YOUR USE OF, OR INABILITY TO USE, THE SITE AND/OR THE SERVICES. THESE EXCLUSIONS APPLY TO ANY CLAIMS FOR LOST PROFITS, LOST DATA, LOSS OF GOODWILL, COMPUTER FAILURE OR MALFUNCTION, ANY OTHER COMMERCIAL DAMAGES OR LOSSES, OR MEDICAL MALPRACTICE OR NEGLIGENCE OF HEALTHCARE PROVIDERS UTILIZED THROUGH USE OF THE SERVICES, EVEN IF WE KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.

13. DOWNLOADING MATERIAL

- a. You understand that our Company cannot and does not guarantee or warrant that files available for downloading from the Internet will be free of code that may manifest undesired or destructive properties. You are responsible for implementing sufficient procedures and checkpoints to satisfy your particular requirements for accuracy of data input and output, and for maintaining a means external to this site for the reconstruction of any lost data. Inaura does not assume any responsibility or risk for your use of the Internet, the Site, the Platform, or the Services.

14. TEMPORARY SERVICE FAILURE

- a. In the event of any Service failure, Inaura may, at its discretion, issue you a credit. Inaura is not required to issue refunds or credits under any circumstances, including without limitation termination of this Agreement. Credits issued are the your sole and exclusive remedy for any Service failure.

15. ATTORNEYS' FEES

- a. In the event either Party breaches this Agreement, the prevailing Party in an action to enforce this Agreement may recover from the other its reasonable attorneys' fees and costs, if employment of an attorney was necessary.'

16. NOTICES

- a. The User can direct notices to Inaura at admin@inaura.com
- b. A consent, notice or communication under this Agreement is effective if it is sent as an electronic communication unless required to be physically delivered under law. You consent to receive electronic communications and you agree that all agreements, notices, disclosures and other communications that we provide to you electronically, via email and on the Site, satisfy any legal requirement that such communications be in writing.

17. DISPUTES

- a. If you're upset with us, let us know, and hopefully we can resolve your issue. But if we can't, then these rules will govern any legal dispute involving our Service.
- b. **Governing Law.** The Terms are governed by the laws of the State of Texas, without regard to its conflict of laws rules, and the laws of the United States of America. These laws will apply no matter where in the world you live, but if you live outside of the United States, you may be entitled to the protection of the mandatory consumer protection provisions of your local consumer protection law.
- c. **Arbitration.** You and Inaura agree that any dispute or claim arising from or relating to the Terms shall be finally settled by final and binding arbitration, using the English language, administered by the American Arbitration Association (the "AAA") under its Consumer Arbitration Rules. Judgment on the arbitration award may be entered in any court that has jurisdiction. ANY ARBITRATION UNDER THE TERMS WILL TAKE PLACE ON AN INDIVIDUAL BASIS. YOU AGREE THAT CLASS ARBITRATIONS, CONSOLIDATION OF CLAIMS, AND CLASS ACTIONS ARE NOT PERMITTED. YOU UNDERSTAND THAT BY AGREEING TO THE TERMS, YOU AND INAURA ARE EACH WAIVING THE RIGHT TO TRIAL BY JURY OR TO PARTICIPATE IN A CLASS ACTION OR CLASS ARBITRATION. Notwithstanding the foregoing, each party shall have the right to bring an action in a court of proper jurisdiction for injunctive or other equitable or conservatory relief, pending a final decision by the arbitrator.
- d. **Costs of Arbitration.** Payment for any and all reasonable AAA filing, administrative, and arbitrator fees will be shared equally during the arbitration and will be awarded to the prevailing party by the arbitrator, provided that the arbitrator may apportion such costs in

his or her discretion.

- e. **Forum.** We're based in Texas, so any legal action against Inaura must be filed and take place in the State of Texas. That means the seat of any arbitration shall be in Texas. For any actions not subject to arbitration, you and Inaura agree to submit to the personal jurisdiction of a state court located in the State of Texas.
- f. **Modifications.** If we make any changes to this section after the date you last accepted the Terms, those changes will not apply to any claims filed in a legal proceeding against Inaura prior to the date the changes became effective. Inaura will notify you of substantive changes to the "Disputes with Inaura" section at least 30 days prior to the date the change will become effective. If you do not agree to the modified terms, you may send Inaura a written notification (including email) or close your account within those 30 days. By rejecting a modified term or permanently closing your account, you agree to arbitrate any disputes between you and Inaura in accordance with the provisions of this "Disputes with Inaura" section as of the date you last accepted the Terms, including any changes made prior to your rejection. If you reopen your closed account or create a new account, you agree to be bound by the current version of the Terms.

18. **CHANGES TO THE TERMS**

- a. We may update these Terms at any time. Changes will be effective upon the posting of the changes. You are responsible for reviewing and becoming familiar with any changes. Your use of the Service following the changes constitutes your acceptance of the updated Terms.

19. **COPYRIGHT INFRINGEMENT**

- a. The Digital Millennium Copyright Act of 1998 (the "DMCA") provides recourse for copyright owners who believe that material appearing on the Internet infringes their rights under the U.S. copyright law. If you believe in good faith that materials hosted by Company infringe your copyright, you, or your agent may send to Company a notice requesting that the material be removed or access to it be blocked. Any notification by a copyright owner or a person authorized to act on its behalf that fails to comply with requirements of the DMCA shall not be considered sufficient notice and shall not be deemed to confer upon Company actual knowledge of facts or circumstances from which infringing material or acts are evident. If you believe in good faith that a notice of copyright infringement has been wrongly filed against you, the DMCA permits you to send to Company a counter-notice. All notices and counter notices must meet the then current statutory requirements imposed by the DMCA; see <http://www.loc.gov/copyright> for details.
- b. If you believe any materials accessible on or from the Site infringe your copyright, you may request removal of those materials (or access thereto) from this web site by contacting Inaura at the address provided below and providing the following information:
 - i. Identification of the copyrighted work that you believe to be infringed. Please describe the work, and where possible include a copy or the location (e.g., URL)

of an authorized version of the work.

- ii. Identification of the material that you believe to be infringing and its location. Please describe the material, and provide us with its URL or any other pertinent information that will allow us to locate the material.
 - iii. Your name, address, telephone number and (if available) e-mail address.
 - iv. A statement that you have a good faith belief that the complaint of use of the materials is not authorized by the copyright owner, its agent, or the law.
 - v. A statement that the information that you have supplied is accurate, and indicating that "under penalty of perjury," you are the copyright owner or are authorized to act on the copyright owner's behalf.
 - vi. A signature or the electronic equivalent from the copyright holder or authorized representative.
- c. Our address for Copyright issues is as follows: admin@inaura.com
 - d. In an effort to protect the rights of copyright owners, Inaura maintains a policy for the termination, in appropriate circumstances, of subscribers and account holders of the Site who are repeat infringers.

20. GENERAL

- a. **Waiver.** No failure or delay by either party in exercising any right under the Terms, will constitute a waiver of that right. No waiver under the User Terms will be effective unless made in writing and signed by an authorized representative of the party being deemed to have granted the waiver.
- b. **Class Action Waiver:** You may only resolve disputes with us on an individual basis, and may not bring a claim as a plaintiff or a class member in a class, consolidated, or representative action. Class arbitrations, class actions, private attorney general actions, and consolidation with other arbitrations aren't allowed. The arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a class or representative proceeding or claims (such as a class action, consolidated action or private attorney general action) unless all relevant parties specifically agree to do so following initiation of the arbitration.
- c. **Disclaimer.** Each party acknowledges that it has not relied on any representation, warranty or statement made by any other party, other than as set out in this Agreement.
- d. **Relationship.** The relationship of the parties to this Agreement does not form a joint venture or partnership.
- e. **Waiver.** No clause of this Agreement will be deemed waived and no breach excused unless such waiver or consent is provided in writing.

- f. **Further Assurances.** Each party must do anything necessary (including executing agreements and documents) to give full effect to this Agreement and the transaction facilitated by it.
- g. **Severability.** If any clause of this Agreement is found to be illegal or unenforceable, that clause will be severed from the Terms of Service, and the remainder of these Terms of Service will be given full force and effect.
- h. **Entire Agreement.** The Terms, including any terms incorporated by reference into the Terms, constitute the entire agreement between you and us and supersede all prior and contemporaneous agreements, proposals or representations, written or oral, concerning its subject matter. To the extent of any conflict or inconsistency between the provisions in these Terms and any pages referenced in these Terms, the terms of these Terms will prevail.

Inaura Site Rules

You agree not to engage in any of the following prohibited activities: (i) copying, distributing, or disclosing any part of the Site in any medium, including without limitation by any automated or non-automated “scraping”; (ii) using any automated system, including without limitation “robots,” “spiders,” “offline readers,” etc., to access the Site in a manner that sends more request messages to the Inaura servers than a human can reasonably produce in the same period of time by using a conventional on-line web browser (except that Inaura grants the operators of public search engines revocable permission to use spiders to copy publically available materials from Inaura.com for the sole purpose of and solely to the extent necessary for creating publicly available searchable indices of the materials, but not caches or archives of such materials); (iii) transmitting spam, chain letters, or other unsolicited email; (iv) attempting to interfere with, compromise the system integrity or security or decipher any transmissions to or from the servers running the Site; (v) taking any action that imposes, or may impose at our sole discretion an unreasonable or disproportionately large load on our infrastructure; (vi) uploading invalid data, viruses, worms, or other software agents through the Site; (vii) collecting or harvesting any personally identifiable information, including account names, from the Site; (viii) using the Site for any commercial solicitation purposes; (ix) impersonating another person or otherwise misrepresenting your affiliation with a person or entity, conducting fraud, hiding or attempting to hide your identity; (x) interfering with the proper working of the Site; (xi) accessing any content on the Site through any technology or means other than those provided or authorized by the Site; or (xii) bypassing the measures we may use to prevent or restrict access to the Site, including without limitation features that prevent or restrict use or copying of any content or enforce limitations on use of the Site or the content therein.

Accessing any audiovisual content that may be available on the Site for any purpose or in any manner other than Streaming (as defined below) is expressly prohibited unless explicitly permitted by the functionality of the Site. “Streaming” means a contemporaneous digital transmission of an audiovisual work via the Internet from the Site to a User’s device in such a manner that the data is intended for real-time viewing and not intended to be copied, stored, permanently downloaded, or redistributed by the User.

We may, without prior notice, change the Site; stop providing the Site or features of the Site, to you or to Users generally; or create usage limits for the Site. We may permanently or temporarily terminate or suspend your access to the Site without notice and liability for any reason, including if in our sole determination you violate any provision of this Agreement, or for no reason. Upon termination for any reason or no reason, you continue to be bound by this Agreement.

You are solely responsible for your interactions with other Inaura Users. We reserve the right, but have no obligation, to monitor disputes between you and other Users. Inaura shall have no liability for your interactions with other Users, or for any User’s action or inaction.

Inaura Privacy Policy

Inaura, Inc., on behalf of itself and its affiliates (including but not limited to Inaura) ("Inaura," "Company", "we," or "us") cares about your privacy. This Privacy Policy, including our children's privacy statement, applies primarily to information which we collect online; however, the portion of this Privacy Policy that relates to the European Union's General Data Privacy Regulation may apply to some of the data that you provide to us offline and/or through other means, as well (for example, at a live event, via telephone, or through the mail).

This Privacy Policy explains how your personal information is collected, used and disclosed by Inaura whether through our website (<https://www.inaura.com/>) (the "Site" or "Platform"), or direct communication with Inaura, its employees, and representatives (collectively, "Services"). This Privacy Policy does not cover personal health information submitted by you to a therapist, professional, healer, coach ("Guide") identified through our Site.

Please read this Privacy Policy carefully. By visiting and using the Site and or using our Service, you confirm that you have read, understood and agree to our collection, storage, use and disclosure of your personal information as described in this Privacy Policy, our Terms and Conditions, and our Terms of Use. To comply with changes in technology, and the adoption of new regulations and laws, we may need to change our Policy at any time, in which case we'll post the changes to this Privacy Policy on this website.

INTRODUCTION

We may collect and store personal or other information that you supply to us while using the Site, Platform, or Service. The Site collects personally identifying information from our users during online registration and online purchasing. Generally, this information includes, but is not limited to, name and e-mail address for registration or opt-in purposes and name, postal address, and credit card information when registering for our events, classes, workshops or purchasing our products. In addition to the information above, the Site may collect metadata associated with users. All of this information is provided to us by you.

We also collect and store information that is generated automatically as you navigate online through the Site. For example, we may collect information about your computer's connection to the Internet, which allows us, among other things, to improve the delivery of our web pages to you and to measure traffic on the Site. If you have accessed our site via a social media platform, such as Facebook, we may collect information related to your social media account, such as your handle or identifier on that platform. We also may use a standard feature found in browser software called a "cookie" to enhance your experience with the Site, and web beacons, to access cookies, count users who visit the Site, or open HTML-formatted email messages.

We use the information we collect from you while you are using the Site in a variety of ways, including using the information to customize features; advertising that appears on the Site; and, making other offers available to you via email, direct mail or otherwise. We also may provide your information to third parties, such as service providers, contractors and third-party publishers and advertisers. Unless you inform us in accordance with the process described below, we reserve the right to use, and to disclose to third parties, all of the information collected from and about you while you are using the Site in any way and for any purpose, such as to enable us or a third party to provide you with information about products and services.

Some of our third-party advertisers and ad servers that place and present advertising on the Site also may collect information from you via cookies, web beacons or similar technologies. These third-party advertisers and ad servers may use the information they collect to help present their advertisements, to help measure and research the advertisements' effectiveness, or for other purposes. The use and collection of your information by these third-party advertisers and ad servers is governed by the relevant third-party's privacy policy and is not covered by our Privacy Policy. The privacy policies of these third-party advertisers and ad servers may be different from ours. If you have any concerns about a third party's use of cookies or web beacons or use of your information, you should visit that party's website and review its privacy policy. The Site also includes links to other websites and provides access to products and services offered by third parties, whose privacy policies we do not control. When you access another website or purchase third-party products or services through the Site, use of any information you provide is governed by the privacy policy of the operator of the site you are visiting or the provider of such products or services. Please also note that as our business grows, we may buy or sell various assets. In the unlikely event that we sell some or all of our assets, or one or more of our websites is acquired by another company, information about our users may be among the transferred assets.

PERSONAL INFORMATION INAURA COLLECTS AND HOW IT MAY BE USED

Some of the information we may collect about you and store in connection with the provision and fulfillment of our services to you may include: name, email, mailing or residential addresses, billing addresses, PayPal or payment services account information, credit card information, age, gender, GuideMe responses, responses to surveys and questionnaires, sign-in sources, dates, IP addresses, time stamps, location data, device types, operating system information, browser data, email open clicks, user ID, page view data, user behavior data, login history, order details, location, social media IDs, photos, language data, country data, timezone data, birthdays, NPS scores, your ratings, telephone numbers, telephone call recordings (where applicable), testimonials, and social media comments. We may also collect any communications between you and Company and any other information you provide to Company.

The above personal information may be used for the following purposes:

1. To operate, improve, or promote our Service
2. To contact you
 - a. When you have opted in to receive email messaging
 - b. To respond to your email inquiries. Specifically, when Guests or Users send email inquiries to us, the return email address is used to answer the email inquiry we receive. We do not use the return email address for any other purpose, or share it with third parties.
3. To make your experience better by analyzing your trends such as:
 - a. Purchase history
 - b. Sales reports
 - c. Behavior on the Site
 - d. Email clicks and opens
4. To market our products and Service through:
 - a. Email marketing
 - b. Advertising, including retargeting via Google and Facebook
 - c. Notifications
5. Perform accounting, administrative and legal tasks

Some of the personal information identified in the list above may be gathered through your use of the proprietary GuideMe Assessment. We gather data via this assessment in order for our users to empower them to find the support they need, we also use this data as a recommendation tool.

When you interact with our Service through various social media, such as when you login through Facebook or when you follow Company or share Company content on Facebook, Twitter, Pinterest, Instagram or other sites, we may receive information from those social networks including your profile information, picture, user ID associated with your social media account, friends list, and any other information you permit the social network to share with third parties. The data we receive is dependent upon your privacy settings with the social network. You should always review, and if necessary, adjust your privacy settings on third-party websites and services before linking or connecting them to our website or Service.

We, and our third party partners, automatically collect certain types of usage information when you visit our Sites, read our emails, or otherwise engage with us. We typically collect this information through a variety of tracking technologies, including cookies, web beacons, file information and similar technology (collectively, "tracking technologies"). For example, we collect information about your device and its software, such as your IP address, browser type, Internet service Guide, platform type, device type, operating system, date and time stamp, a unique ID that allows us to uniquely identify your browser, mobile device or your account, and other such information. We also collect information about the way you use our Sites, for example, the site from which you came and the site to which you are going when you leave our website, the pages you visit, the links you click, how frequently you access the Sites, whether you open emails or click the links contained in emails, whether you access the Sites from multiple devices, and other actions you take on the Sites. When you access our Sites from a mobile device, we may collect unique identification numbers associated with your device or our mobile application (including, for example, a UDID, Unique ID for Advertisers ("IDFA"), Google AdID, or Windows Advertising ID), mobile carrier, device type, model and manufacturer, mobile device operating system brand and model, phone number, and depending on your mobile device settings, your geographical location data, including GPS coordinates (e.g., latitude and/or longitude) or similar information regarding the location of your mobile device, or we may be able to approximate a device's location by analyzing other information, like an IP address. We may collect analytics data, or use third-party analytics tools, to help us measure traffic and usage trends for the Sites and to understand more about the demographics of our users. We may also work with third party partners to employ technologies, including the application of statistical modeling tools, which attempt to recognize you across multiple devices. Although we do our best to honor the privacy preferences of our users, we are unable to respond to Do Not Track signals set by your browser at this time. We use or may use the data collected through tracking technologies to: (a) remember information so that you will not have to re-enter it during your visit or the next time you visit the site; (b) provide custom, personalized content and information, including targeted content and advertising; (c) identify you across multiple devices; (d) provide and monitor the effectiveness of our Service; (e) monitor aggregate metrics such as total number of visitors, traffic, usage, and demographic patterns on our website; (f) diagnose or fix technology problems; and (g) otherwise to plan for and enhance our Service.

We may share your personal information with: third parties with whom we partner; third party vendors; other sites or services as needed to provide, improve, or enhance the Services in our discretion; the public when you provide feedback or user content on our site; other parties in connection with a Company transaction; third parties as required by law or subpoena or if we reasonably believe that such action is necessary to (a) comply with the law and the reasonable requests of law enforcement; (b) to enforce our Terms and Conditions, Terms of Use, this Privacy Policy or to protect the security or integrity of our

Service; and/or (c) to exercise or protect the rights, property, or personal safety of Company, our visitors, or others.

USER CONTROL OVER INFORMATION

You may update your profile information, such as your user name and profile photo, and may change some of your data sharing preferences by emailing us at support@inaura.com

You can stop receiving promotional email communications from us by clicking on the “unsubscribe link” provided in such communications. We make every effort to promptly process all unsubscribe requests. You may not opt out of service-related communications (e.g., account verification, transactional communications, changes/updates to features of the Service, technical and security notices).

If you have any questions about reviewing, modifying, or deleting your information, or if you want to remove your name or comments from our website or publicly displayed content, you can contact us directly at support@inaura.com. We may not be able to modify or delete your information in all circumstances.

HOW WE STORE INFORMATION

Your information may be stored and processed in the United States or any other country in which Company, our partners, or vendors maintain facilities. If you are located in the European Union or other regions with laws governing data collection and use that may differ from U.S. law, please note that we may transfer information, including personal information, to a country and jurisdiction that does not have the same data protection laws as your jurisdiction, and you consent to the transfer of information to the U.S. or any other country in which the Company or its parent, subsidiaries, affiliates, or service Guides maintain facilities and the use and disclosure of information about you as described in this Privacy Policy.

We care about the security of your information and use commercially reasonable safeguards to preserve the integrity and security of all information collected through our website. However, no security system is impenetrable and we cannot and do not guarantee the security of our systems. In the event that any information under our control is compromised as a result of a breach of security, we will take reasonable steps to investigate the situation and, where appropriate, notify those individuals whose information may have been compromised and take other steps, in accordance with any applicable laws and regulations.

CHILDREN'S PRIVACY

Our Service is not directed to and is not being made available for use by anyone under the age of 13 (“Children”). We do NOT knowingly collect personally identifiable information from anyone under the age of 13. If you are a parent or guardian and you are aware that your Children have provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers. Company does not knowingly collect or solicit any information from anyone under the age of 13 on this Site. In the event that we learn that we have inadvertently collected personal information from a child under age 13, we will delete that information as quickly as possible. If you believe that we might have any information from a child under 13, please contact us at support@inaura.com. Because we do not collect any personally identifiable information from children under the age of thirteen as part of the Site, we also do NOT knowingly distribute such information to third parties. We do NOT knowingly allow children under the age of thirteen to publicly post or otherwise distribute personally identifiable contact

information through the Site. Because we do not collect any personally identifiable information from children under the age of thirteen as part of the Site, we do NOT condition the participation of a child under thirteen in the Site's online activities on providing personally identifiable information.

LINKS TO OTHER WEBSITES AND SERVICES

Our Site may contain links to third party websites of our business partners, advertisers, and social media sites and our users may post links to third party websites that are not operated by us. If You click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

GENERAL DATA PRIVACY REGULATION (GDPR)

The GDPR is intended to protect the data of European Union (EU) citizens. If you are a resident of the European Economic Area (EEA), or are accessing this Site from within the EEA, you have certain rights with respect to your data. We respond to all requests that we receive from individuals who wish to exercise their data protection rights in accordance with applicable data protection laws. You can contact us by sending an email to admin@inaura.com

PORTABLE ELECTRONIC DEVICES

The Inaura platform is available on a variety of portable electronic devices. We provide our connection to mobile services for free, but please be aware that your carrier's normal rates and fees, such as text messaging fees, may still apply.

HOW TO CONTACT US

If you have any questions about this Privacy Policy or the website, please contact us at admin@inaura.com.

CHANGES TO OUR PRIVACY POLICY

We may modify or update this Privacy Policy at any time to reflect the changes in our business and practices, and so you should review this page periodically. If you object to any changes, you may close your account. Continuing to use our Services after we publish changes to this Privacy Policy means that you are consenting to the changes.

Inaura Practice Policy (for Seekers)

General Information

Inaura provides mental health service consultation, psychotherapy, and other energy healing services. Our role is to help identify the appropriate type of care for you, recommend a Guide we think may be a good fit for you, and provide ongoing care. If we determine that Inaura is not the most appropriate option for you at this time based on your needs and our services, we will let you know and do our best to recommend an alternative.

If you'd like a copy of these policies, please reach out to support@inaura.com.

Our Promise

We are committed to providing the highest quality support for every User.

1:1 Guidance - Our Matching Process

For Seekers seeking 1:1 support, we encourage you to use our proprietary GuideMe assessment so we can get to know you, where you'd like support, and understand your preferences. After completing your GuideMe you will receive research-informed recommendations of Guides, Modalities, and Events to meet you where you're at and take you where you want to go. You will get a few options to explore so you can see what's out there AND likely to work for you so you can make an informed decision. If you have any questions, please reach out. We want to help you find the best support for you.

We've created the proprietary GuideMe Assessment to understand every Seeker's unique needs, goals, and preferences, so we can tailor support and recommend high quality matches between you and our Guides and offerings.

The Right Fit

If you are dissatisfied in any way with your experience, please let us know by emailing admin@inaura.com. Whether you felt under-served by the GuideMe, the process of getting connected with a Guide, Purchasing and Offering, or your interactions with our team, we will always work with you to understand what went wrong and course correct together.

Seeker Attendance Policy

We can't support you if you don't show up.

At Inaura, we believe everyone should have access to Guides, Offerings, and Modalities to support their healing journey. In addition to finding a great fit, decades of research show that continuity and consistency of attendance is one of the best predictors of whether therapy or any other healing modality will be effective for you. Attending your appointments regularly and on time allows you to make the most out of your time with your Guide and ensures that you are both set-up to do the best work possible together. While many people attempt to cope with stressors by using substances, intoxication can impair one's ability to function and get the most out of treatment. As such, please abstain from using substances prior or during session.

Additionally, we do our best to prioritize your scheduling needs and preferences. In order to both make sure you have your desired appointment slot and to offer empty slots to other Seekers, advanced notice of appointment cancellations is needed. Advance notice also allows us to accommodate rescheduling, when appropriate, as we know some changes are unavoidable.

Supporting you , other Seekers, and the empowerment of our Inaura Guides are our highest priorities. Our attendance policies are built with that in mind.

Cancellations & Missed Appointments

For All Appointments:

At minimum, 48-hour written (e-mail) cancellation notice is required via email to your Guide's individual email. You will be responsible for the entire fee if cancellation occurs fewer than 48 hours before the start of the appointment.

Earlier notice, especially for multiple cancellations (e.g., due to extended vacation) is greatly appreciated, as it allows your Guide to accommodate other Seekers' needs during that time. With earlier notice, we might be able to reschedule your session. If you give us more than 48-hour notice and we are able to reschedule your session within the same Monday - Friday week, it will not count as a cancellation or towards your missed appointment count. If notice is given less than 48-hours in advance, the appointment will count as a cancellation/missed appointment regardless of whether we are able to reschedule.

We recognize physical illness can't be predicted. If you are not well enough to meet in-person, we strongly encourage you to arrange a Teletherapy (virtual) session with your clinician via secure video session. As with above, 48-hour notice is greatly appreciated, though rare exceptions will be made on a case-by-case basis for illness.

In order to hold your slot and ensure the continuity needed for high-quality care, we allow a maximum of 4 missed appointments (advanced cancellations and/or no shows) every 6 months (January - June; July - December)

After 4 cancellations, your Guide will work with you to find a solution if a different time slot would work better for you.

Timeliness

Please try to be on time for your appointments to make the most use of your time with your Guide.

If you are running late, please contact your Guide via e-mail and phone with an approximate arrival time. If you arrive more than 15 minutes late for a session, there may not be sufficient time for a productive session and the appointment may be cancelled and charged at our full rate. Please note that we always bill for full sessions, even if you are late.

Standard meeting length varies for individual sessions. In some cases, your Guide may recommend two back-to-back sessions. These would be billed as two separate sessions.

Teletherapy

Teletherapy is the provision of psychotherapy services digitally, typically via secure video conference or in some circumstances, via phone. We focus on in-person connection wherever possible at Inaura.

However, teletherapy offers a highly effective option for continuity of care when in-person care is not possible or not preferred. If you and your Guide decide to engage in care via teletherapy, your Guide will review the below information and obtain your verbal consent to proceed at the beginning of your first teletherapy session.

The Inaura Notice of Privacy Practices and its other policies and procedures apply with respect to teletherapy services, just as they do to in-office services.

Teletherapy sessions are confidential under the same state and federal laws that protect the confidentiality of in-office sessions, and no one is permitted to record a teletherapy session without consent from the other party.

There are potential risks to engaging in teletherapy, including:

You may experience interruptions, background noise, or technical difficulties

While we use secure, HIPAA compliant software for all of our video sessions, we cannot guarantee unauthorized access to your session

Your clinician will not be in the same location as you in the event of a crisis

There are also benefits to engaging in teletherapy, including:

You will experience easier access to care and continuity of care

Teletherapy offers the convenience of meeting from your desired location

Your clinician may determine that due to certain circumstances, teletherapy is no longer appropriate for your care. Should that be the case, they will provide referrals as needed.

Making sure teletherapy is effective for you

Sessions will be conducted via video conference whenever possible, using the secure video Guide identified by Inaura.

We will share instructions about how to join your video session.

It is important to be in a quiet, private room to avoid interruption during your session.

It is important to use a strong and secure (rather than public/free) WiFi/ cellular connection to avoid technical interruptions or breaches during your session.

Please refrain from eating, using alcohol or other substances, driving, or using other devices while in session.

Cancellations and billing for teletherapy sessions are handled the same as in-person sessions in accordance with Inaura policies above.

Finally, some insurance health plans do not reimburse teletherapy sessions. It is your responsibility to find out if your plan will cover these appointments.

Payment

Payment is due at the time of reservation. We will automatically charge the credit card number you provide to us when you choose to purchase an offering. If your credit card is declined, and your payment does not go through, your appointment will not be scheduled. Please contact us directly to coordinate an alternate payment method or learn more about the payments we accept.

Confidentiality

The session content and all relevant materials to the Seeker's treatment will be held confidential unless the Seeker requests in writing to have all or portions of such content released to a specifically named person/persons. Limitations of such client held privilege of confidentiality exist and are itemized below:

If a Seeker is at imminent risk of harming themselves or attempting suicide or otherwise conducts him/herself in a manner in which there is a substantial risk of the client incurring serious bodily harm. If a Seeker expresses an intent to cause grave bodily harm or death to another person.

If the therapist or Guide has a reasonable suspicion that a client or other named victim is the perpetrator, observer of, or actual victim of physical, emotional or sexual abuse of children under the age of 18 years. Suspicions as stated above in the case of an elderly person (65 or over) or a dependent adult who may be subjected to physical, emotional, financial, or sexual abuse, or isolation ("dependent adults" are persons ages 18 – 64 who have physical or mental limitations that restrict their ability to carry out normal activities or protect their rights).

Suspected neglect of the parties named in items #3 and # 4.

If a court of law issues a legitimate subpoena for information stated on the subpoena.

If a Seeker is in therapy or being treated by us by order of a court of law, or if information is obtained from us for the purpose of rendering an expert's report to an attorney who represents you.

A note regarding release of records for Couples therapy - If you are currently or formerly a Couples therapy client of Inaura, it is our policy that both partners must provide authorization for the release of records to a third party. In this case, Inaura will provide an authorization form that requires both parties to complete and sign prior to the transmittal of records.

Digital Communication

We will use digital forms of communication with you (unless you would prefer an alternate means of communication), including text message, email, and our online client portals. Please know however that we cannot ensure the confidentiality of any form of communication through electronic media, including text messages.

Our care coordination team will seek to return messages in a timely manner, but we cannot guarantee an immediate response. We request that you do not use these methods of communication to request assistance for emergencies. You should instead seek appropriate emergency services. If you or someone you know is experiencing an emergency or crisis and needs immediate help, call 911 or go to the nearest emergency room. Additional crisis resources can be found at <https://inaura.com/crisis-resources/>

These practice policies were most recently updated on June 29, 2021.