

## ONLINE PRIVACY NOTICE

### 1. Introduction.

- (a) **Website Owner.** Intuitive Health Holistic Nutrition, LLC ("Intuitive Health") is the owner of this website ("Intuitive Health website"). Intuitive Health can be contacted by mail at 116 Agnes Road, Suite 200, Knoxville, TN 37919, by phone at (615) 538-0755, or by email at Support@intuitivehealth.org. This online privacy notice discloses Intuitive Health's information practices for this Intuitive Health website, including what type of personal identifiable information is requested in order to make a purchase, how the information is used, and with whom the information is shared.
- (b) **Website Visits.** In general, you can visit on the Intuitive Health website without disclosing any personal information. Intuitive Health does not keep track of the domains from which people visit us. OR Intuitive Health analyzes the data gathered from website visits for trends and statistics, and then Intuitive Health discards the gathered data.
- (c) **Website Transactions.** At times, Intuitive Health will need personal information regarding a customer. For example, to process an order, Intuitive Health may need to know a customer's name, mailing address, email address and credit card details. It is Intuitive Health's intent to inform you now before Intuitive Health collects personal information, such as user's name and/or address on the Internet. If you tell us that you do not wish to have this information used as a basis for further contact with you, Intuitive Health will respect your wishes.

### 2. Personal Information That May Be Collected.

- (a) **Identifying Information.** In order to make a purchase, Intuitive Health will request a user to provide certain personal identifying information, which may include: name, postal address, email address, telephone number, method of payment, and, if applicable, credit card number. Intuitive Health may request additional information necessary to establish and maintain customer's account.
- (b) **Service Quality Monitoring.** Some website transactions may require a customer to telephone Intuitive Health, or Intuitive Health to call the customer. Intuitive Health will not contact you by telephone without your prior consent, except to confirm an order placed online and/or to inform a customer of the status of such order.
- (c) **Information from Children.** Intuitive Health does not sell products or services for purchase by children and will not collect or post information from a child under the age of 18 without the involvement of a parent or guardian. Intuitive Health will notify the child's parent or guardian at the email address provided by the prospective customer, alerting the parent or guardian to the child's use of the website and providing instructions as to how the parent or guardian can delete the child's registration from the website. Intuitive Health does not use personally identifying information collected from children for marketing or promotional purposes and does not disclose such information to any third party for any purpose whatsoever.

- (d) **Lost or Stolen Information.** If a customer's credit card is lost or stolen, the customer should promptly notify Intuitive Health in order to enable Intuitive Health to cancel the lost or stolen information and to update its records with a changed credit card.
- (e) **Links to Other Websites.** An Intuitive Health website may contain links to other websites. Intuitive Health is not responsible for the privacy practices or the content of those other websites.

### 3. Uses Made of the Information.

- (a) **Limited Uses Identified.** Without customer's prior consent, Intuitive Health will not use your personal identifiable information for any purpose other than that for which it is submitted. Intuitive Health uses personal identifiable information to reply to inquiries, handle complaints, provide operational notices and in program recordkeeping. Intuitive Health also processes billing and business requests related to Intuitive Health website participation.
- (b) **Marketing Uses.** Unless customer marks the opt-out option box herein provided, Intuitive Health reserves the right to provide customer with information about Intuitive Health's website, Intuitive Health products and services, and related information in which customer has indicated an interest.
- (c) **Stored Information Uses.** Intuitive Health stores the information provided by customer. This information is used to compile a customer's purchase history in order to enable Intuitive Health to support customer interaction with the Intuitive Health website; to deliver customer purchases; and to contact customer again about other Intuitive Health services.

### 4. Disclosure of the Information.

- (a) **Mergers and Acquisitions.** Circumstances may arise where for business reasons, Intuitive Health decides to sell, buy, merge, or otherwise reorganize its business in the United States or some other country. Such a transaction may involve the disclosure of personal identifying information to prospective or actual purchasers, and/or receiving such information from sellers. It is Intuitive Health's practice to seek appropriate protection for information in these types of transactions.
- (b) **Agents.** Intuitive Health employs or engages other companies and individuals to perform business functions on behalf of Intuitive Health. These persons are provided with personal identifying information required to perform their functions but are prohibited by contract from using the information for other purposes. These persons engage in a variety of functions which include, but are not limited to, fulfilling orders, delivering packages, removing repetitive information from customer lists, analyzing data, providing marketing assistance, processing credit card payments, and providing customer services.
- (c) **Affiliated Businesses.** Intuitive Health works closely with affiliated businesses operating website stores, providing services or selling products on each other's websites. These businesses identify themselves to customers. Customer information

related to a transaction with an affiliated business is shared with that affiliated business.

- (d) **Marketing Analysis by Third Parties.** Intuitive Health reserves the right to disclose to third parties personal information about customers for marketing analysis; however, any information disclosed will be in the form of aggregate data that does not describe or identify an individual customer.
- (e) **Disclosure to Governmental Authorities.** Under certain circumstances, personal information may be subject to disclosure under a judicial or other governmental subpoenas, warrants or orders.

## 5. Use of Computer Tracking Technologies.

- (a) **No Tracking of Personal Information.** Intuitive Health's website is not set up to track, collect or distribute personal information not entered by visitors. Through website access logs Intuitive Health does collect clickstream data and HTTP protocol elements, which generate certain kinds of non-identifying site usage data, such as the number of hits and visits to our sites. This information is used for internal purposes by technical support staff for research and development, user analysis and business decision making, all of which provides better services to the public. The statistics garnered, which contain no personal information and cannot be used to gather such information, may also be provided to third parties.
- (b) **Use of Cookies.** Intuitive Health, or its third-party vendors, collects non-identifiable and personal information through the use of various technologies, including "cookies". A cookie is an alphanumeric identifier that a website can transfer to customer's hard drive through customer's browser. The cookie is then stored on customer's computer as an anonymous tag that identifies the customer's computer, but not the customer. Cookies may be sent by Intuitive Health or its third-party vendors. Customer can set its browser to notify customer before a cookie is received, giving an opportunity to decide whether to accept the cookie. Customer may also set its browser to turn off cookies; however, some websites may not then work properly.
- (c) **Use of Web Beacon Technologies.** Intuitive Health may also use Web beacon or other technologies to better tailor its website to provide better customer service. If these technologies are in use, when a visitor accesses these pages of the website, a non-identifiable notice of that visit is generated which may be processed by Intuitive Health or by its suppliers. Web beacons usually work in conjunction with cookies. If customer does not want cookie information to be associated with customer's visits to these pages, customer can set its browser to turn off cookies; however, Web beacon and other technologies will still detect visits to these pages, but the notices they generate cannot be associated with other non-identifiable cookie information and are disregarded.
- (d) **Collection of Non-Identifiable Information.** Intuitive Health may collect non-identifiable information from user visits to the Intuitive Health website in order to provide better customer service. Examples of such collecting include: traffic analysis, such as tracking of the domains from which users visit, or tracking numbers of visitors; measuring visitor activity on the Intuitive Health website; website and system administration; user analysis; and business decision making. Such information is

sometimes known as "clickstream data." Intuitive Health or its contractors may use this data to analyze trends and statistics.

- (e) **Collection of Personal Information.** Intuitive Health collects personal identifying information from customer during a transaction. Intuitive Health may extract some personally identifying information about that transaction in a non-identifiable format and combine it with other non-identifiable information, such as clickstream data. This information is used and analyzed only at an aggregate level (not at an individual level) to help Intuitive Health understand trends and patterns. This information is not reviewed at an individual level.

## 6. Information Security.

- (a) **Commitment to Online Security.** Intuitive Health employs physical, electronic, and managerial procedures to safeguard the security and integrity of personal information. Billing and payment data is encrypted whenever transmitted or received online. Personal information is accessible only by staff designated to handle online requests or complaints.
- (b) **No Liability for Acts of Third Parties.** Intuitive Health will exercise all reasonable efforts to safeguard the confidentiality of customer personal information. However, transmissions protected by industry standard security technology and implemented by human beings cannot be made absolutely secure. Consequently, Intuitive Health shall not be liable for unauthorized disclosure of personal information due to no fault of Intuitive Health including, but not limited to, errors in transmission and unauthorized acts of Intuitive Health staff and/or third parties.

## 7. Privacy Policy Changes and Opt-Out Rights.

- (a) **Changes to Privacy Policy.** This privacy notice was last updated on August 1, 2024. Intuitive Health reserves the right to update its privacy policy statement at any time. A notice of such change will be posted on the Intuitive Health Website for thirty (30) days prior to the implementation of such change.
- (b) **Opt-Out Right.** Customer has the right at any time to cease permitting personal information to be collected, used, or disclosed by Intuitive Health and/or by any third parties with whom Intuitive Health has shared and/or transferred such personal information. Right of cancellation may be exercised by contacting Intuitive Health via email address, [support@intuitivehealth.org](mailto:support@intuitivehealth.org) or telephone, (615) 538-0755. After processing the cancellation, Intuitive Health will delete customer or prospective customer's personal information from its database.

## 8. Access Rights to Data.

- (a) **Information Maintained by Intuitive Health.** Upon customer's request, Intuitive Health will provide a reasonable description of customer's personally identifiable information that Intuitive Health maintains in its data bank. Intuitive Health can be contacted by email at [support@intuitivehealth.com](mailto:support@intuitivehealth.com) or telephone, (615) 538-0755.

- (b) **Corrections and Changes to Personal Information.** Help Intuitive Health to keep customer personal information accurate. If customer's personal information changes, or if customer notes an error upon review of customer information that Intuitive Health has on file, please promptly email Intuitive Health at [support@intuitivehealth.org](mailto:support@intuitivehealth.org) and provide the new or correct information.
- (c) **Your California Privacy Rights.** Beginning on January 1, 2005, California Civil Code Section 1798.83 permits customers of Intuitive Health who are California residents to request certain information regarding Intuitive Health's disclosure of personal information for their direct marketing purposes. To make such a request, please write to: 116 Agnes Road, Suite 200, Knoxville, TN 37919. Within 30 days of receiving such a request, Intuitive Health will provide a list of the categories of personal information disclosed to third parties for third-party direct marketing purposes during the immediately preceding calendar year, along with the names and addresses of these third parties. This request may be made no more than once per calendar year. Intuitive Health reserves its right not to respond to requests submitted other than to the address specified in this paragraph.

California's privacy laws require a company to provide notice to California users of their rights to receive information to which entities their information was shared for marketing purposes.

## **9. Accountability.**

- (a) **Questions, Problems and Complaints.** If you have a question about this policy statement, or a complaint about Intuitive Health compliance with this privacy policy, you may contact Intuitive Health by email at [support@intuitivehealth.org](mailto:support@intuitivehealth.org).
- (b) **Terms of Use.** If customer chooses to purchase a service from Intuitive Health, customer's action is hereby deemed acceptance of Intuitive Health's practices described in this policy statement. Any dispute over privacy between customer and Intuitive Health is subject to the provisions of this notice and to Intuitive Health's Terms of Use Agreement which is hereby incorporated herein.