

Terms of Service for The Automation Lab Coaching Program

Effective Date: 25/11/2024

Provided by: Ascentir Management Consultancies FZCO

Contact: contact@ascentirmanagement.com

These Terms of Service ("Terms") govern your access to and use of *The Automation Lab* coaching program ("Program") provided by **Ascentir Management Consultancies FZCO** ("Ascentir," "we," "us," or "our"). By enrolling in or accessing the Program, you ("Client," "you") agree to be legally bound by these Terms.

1. Program Access and Use

- Upon full payment, the Client is granted a limited, non-transferable, non-exclusive license to access program materials for personal, non-commercial use only.
 - Sharing, reselling, redistributing, or publishing Program materials without prior written consent is strictly prohibited.
 - Access credentials must not be shared. Any unauthorized use may result in immediate termination of access without refund.
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2. Payment and No Refund Policy

- All payments are final and non-refundable. By enrolling, the Client understands and agrees that there will be **no refunds, no partial refunds, and no cancellations**, regardless of circumstances.
 - This includes, but is not limited to: dissatisfaction with the program, inability to implement strategies, life changes, technical issues, or misunderstandings.
 - All deposits, pre-orders, or pre-payments are non-refundable and non-transferable. Once a payment is made, the transaction is considered final.
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3. Chargebacks and Dispute Prevention

- Initiating a chargeback or payment dispute after agreeing to these Terms is a **breach of contract**.
 - Any such actions will result in permanent termination of access and potential legal action to recover the disputed amount, plus applicable legal fees.
 - We reserve the right to present these Terms, proof of service, and payment records to financial institutions to contest any fraudulent disputes.
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4. Intellectual Property

- All Program content, including videos, text, documents, frameworks, and branding, is owned by Ascentir or its licensors and is protected by copyright and trademark law.
 - You may not reproduce, distribute, or create derivative works from Program materials without express permission.
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5. Client Conduct

- The Client agrees not to use the Program for any unlawful, harmful, or abusive purposes.
 - The Client may not misrepresent their results, impersonate others, or share confidential group discussions outside the Program.
 - Disrespectful, harassing, or disruptive behavior towards staff or other participants may result in termination without refund.
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6. Limitation of Liability

- The Program is educational in nature and does not guarantee specific outcomes, revenue, or success.
- Ascentir disclaims any liability for direct or indirect losses arising from the use or inability to use the Program.

- The Program is provided "as is" without any warranties of fitness for a particular purpose or performance guarantees.
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7. Termination

We reserve the right to terminate or suspend a Client's access without notice if they violate these Terms. No refunds or compensation will be provided in such cases.

8. Amendments

We reserve the right to update these Terms at any time. Clients will be notified of any material changes, and continued access constitutes acceptance of the revised Terms.

9. Governing Law and Jurisdiction

These Terms are governed by the laws of the **United Arab Emirates**. Any disputes shall be resolved exclusively in the courts of **Dubai, UAE**.

10. Acknowledgment

By enrolling in *The Automation Lab*, you confirm that you:

- Have read and understood these Terms of Service;
 - Agree to be legally bound by them;
 - Waive your right to any refunds or payment reversals;
 - Understand that breach of these terms may result in permanent termination and legal consequences.
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Would you like this Terms of Service formatted into a downloadable PDF as well, perhaps alongside your updated refund policy in a single document?

You said:

Can you also write a privacy policy?

ChatGPT said:

Absolutely — here's a **Privacy Policy** tailored for your coaching program *The Automation Lab*, operated by **Ascentir Management Consultancies FZCO**. This policy ensures GDPR compliance and protects you legally while clearly outlining how client data is collected, used, and protected.

Privacy Policy for The Automation Lab

Effective Date: 25/11/2024

Operated by: Ascentir Management Consultancies FZCO

Contact: contact@ascentirmanagement.com

This Privacy Policy describes how Ascentir Management Consultancies FZCO ("Ascentir," "we," "our," or "us") collects, uses, and protects the personal information of users ("you," "Client") who enroll in or interact with *The Automation Lab* coaching program ("Program").

By accessing or using our Program or website, you agree to the terms of this Privacy Policy.

1. Information We Collect

We may collect the following types of personal data:

- **Contact Information:** Name, email address, phone number, mailing address
- **Billing Information:** Payment details, transaction history, billing address
- **Program Interaction Data:** Attendance, submissions, messages, performance tracking
- **Technical Information:** IP address, browser type, device information, and usage data
- **Marketing Preferences:** Opt-in/opt-out data for email communications

We do **not** knowingly collect data from individuals under the age of 18. Participation in the Program is limited to adults.

2. How We Use Your Information

We use your data to:

- Deliver and manage the coaching program
- Communicate updates, reminders, and educational content
- Process payments and manage billing
- Analyze usage for internal optimization and customer experience
- Respond to inquiries and customer support requests
- Comply with legal obligations and protect our business interests

We will **never sell, rent, or share your personal information** with third parties for marketing purposes.

3. Data Storage and Security

Your information is stored on secure servers and cloud-based systems with industry-standard encryption, access control, and data loss prevention practices.

Only authorized personnel have access to your data, and we implement regular security audits and updates to prevent unauthorized access, alteration, or disclosure.

4. Data Retention

We retain your personal information:

- For the duration of your access to the Program
 - For up to **7 years** after program completion, for accounting and legal compliance
 - Until you request deletion of your data, where applicable and lawful
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5. Cookies and Tracking Technologies

We may use cookies and similar tracking technologies to:

- Improve website functionality and user experience
- Track Program progress
- Analyze visitor behavior for performance optimization

You can control cookie settings through your browser preferences.

6. Your Rights (GDPR / Global Compliance)

Depending on your location, you may have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your data (subject to legal limitations)
- Object to or restrict processing in certain cases
- Withdraw consent to marketing communications at any time

To exercise any of these rights, contact us at contact@ascentirmanagement.com.

7. Third-Party Services

We may use third-party platforms for:

- Payment processing (e.g., Stripe, PayPal)
- Email delivery (e.g., Beehiiv, Mailchimp)
- Hosting and communication (e.g., Airtable, Slack, Zoom)

These platforms are bound by their own privacy policies and data protection standards. We only partner with trusted providers.

8. International Data Transfers

Your data may be transferred and processed outside of your home country, including to the UAE and other jurisdictions. We ensure such transfers comply with relevant data protection laws and are done securely.

9. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Material changes will be communicated via email or the Program portal. Continued use of the Program constitutes your acceptance of the revised policy.

10. Contact Us

For any questions, concerns, or data-related requests, contact:

Ascentir Management Consultancies FZCO

Building A1, Dubai Digital Park
Dubai Silicon Oasis, Dubai, UAE

contact@ascentirmanagement.com