# CLIENT AGREEMENT & PRIVACY POLICY

SPIRAL PATH WELLNESS / VERSION 1.2 / NOVEMBER 25, 2026

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| VERSION | 1.2 |
| EFFECTIVE DATE | November 25, 2026 |
| BUSINESS | Spiral Path Wellness |
| SERVICE | Spiral Path Astrology |
| WEBSITE | spiralpath.ca |
| EMAIL | hello@spiralpath.ca |
| LOCATION | Canmore, Alberta, Canada |

## 01 Welcome & Philosophy

Welcome to Spiral Path Astrology, an offering of Spiral Path Wellness.

Our work is grounded in the understanding that life unfolds through interconnected rhythms and cycles. Drawing upon traditional astrological wisdom, we explore these patterns together, creating space for reflection, deeper awareness, and the possibilities that emerge through conscious participation in life's unfolding.

Astrology is approached as a symbolic and interpretive practice, one that invites curiosity, discernment, and reflection rather than prescribing fixed outcomes.

Through our consultations, we seek to honour the relationship between fate and free will, recognizing both the circumstances we encounter and our capacity to respond to them.

## 02 Nature & Scope of Services

Spiral Path Astrology provides consultations using traditional astrological techniques, including natal chart interpretation, planetary transits, timing techniques, and other relevant methods.

These consultations are intended to support personal exploration, reflection, and insight.

Clients acknowledge that:

- Astrology is an interpretive practice and does not guarantee specific predictions or outcomes.
- Consultations do not constitute medical, psychological, legal, or financial advice.
- Astrology is not a substitute for professional healthcare, psychotherapy, or other regulated services.
- The client retains responsibility for their own decisions, actions, and interpretations.

Spiral Path Astrology encourages clients to approach readings with curiosity, personal discernment, and openness to possibility.

**This agreement applies specifically to astrology consultations offered through Spiral Path Astrology. Other services offered by Spiral Path Wellness, including any future somatic wellness services, may be governed by separate agreements and consent requirements.**

## 03 Booking & Payment

Appointments are scheduled through our online booking system.

The service description, consultation duration, appointment date and time, total price, applicable taxes, and payment terms are presented during booking.

Full payment is required at the time of booking to confirm an appointment.

Payments are securely processed through Stripe, an independent third-party payment provider.

Following a successful booking, clients receive an appointment confirmation with their Google Meet information.

A copy of the applicable agreement and individualized booking details will also be provided electronically.

## 04 Cancellations, Rescheduling & Refunds

We recognize that unexpected circumstances arise and aim to approach scheduling changes with fairness and consideration.

**Client cancellations**

- Cancellations made at least **48 hours before** the appointment are eligible for a full refund.
- Cancellations made with less than 48 hours' notice are generally non-refundable, but a rescheduling request may be considered at our discretion.
- Missed appointments without prior notification are generally non-refundable.

**Rescheduling**

Clients may request to reschedule with at least 48 hours' notice, subject to availability.

**Practitioner cancellations**

If Spiral Path Astrology must cancel an appointment, the client may choose a full refund or an alternative appointment time.

**Technical difficulties**

If technical difficulties prevent a consultation from proceeding, we will work with the client to reschedule or provide an appropriate refund for services not delivered.

**Consumer rights**

Nothing in this policy limits or excludes cancellation, refund, or other consumer rights provided by applicable law.

## 05 Client Responsibilities

To support a meaningful consultation, clients are encouraged to:

- Provide accurate birth dates, birth times, and birth locations when known.
- Disclose uncertainty regarding birth information, particularly birth time.
- Attend appointments punctually and from a reasonably private environment.
- Approach consultations with respect, openness, and personal responsibility.

Astrological calculations may be affected by inaccurate or uncertain birth information.

Consultations will normally conclude at the scheduled time, even if a client arrives late, unless otherwise agreed.

## 06 Confidentiality

Spiral Path Wellness recognizes that astrology consultations may involve sensitive and personal experiences.

Information shared during consultations is treated with care, discretion, and respect.

Personal experiences, identifiable birth charts, consultation notes, transcripts and AI-assisted written summaries will not be publicly disclosed, published, or used for promotional purposes without separate authorization.

Information may be disclosed where required or permitted by law, or to authorized service providers for the purposes described in this agreement.

We ask clients to respect the privacy of any other individuals discussed during a consultation and to avoid sharing another person's sensitive personal information without appropriate permission.

## 07 Privacy & Personal Information

Spiral Path Wellness collects and uses personal information for reasonable purposes connected to delivering its astrology services and operating the business.

**Information collected may include:**

- Name and contact information.
- Birth date, birth time, and birth location.
- Appointment and transaction information.
- Consultation preferences and questions voluntarily provided.
- Astrological charts and consultation notes.
- Session transcripts, where separately authorized.
- Consultation summaries prepared for clients.

**Purposes of collection**

Personal information is used to:

- Prepare and interpret astrological charts.
- Schedule and conduct consultations.
- Communicate with clients about appointments and services.
- Process payments and maintain necessary business records.
- Prepare and provide agreed consultation materials.
- Meet applicable legal and accounting obligations.

We seek to collect only the information reasonably necessary for these purposes.

Clients may choose not to disclose personal experiences or information beyond what is needed to provide the requested service.

**Client chart identification**

To reduce unnecessary identifying information, stored client charts are labelled using the client's first name and last initial only.

Although full surnames are not used to label charts, birth information and astrological chart details may still identify individuals. These records are therefore handled as confidential personal information.

## 08 Third-Party Services & International Processing

Spiral Path Wellness uses selected third-party service providers to support its astrology consultations and business operations.

**Google Workspace**

Google Workspace is used for email communications, appointment scheduling, video consultations through Google Meet, optional transcription, and document storage through Google Drive.

Google and its authorized affiliates and subprocessors may process personal information in Canada, the United States and other countries for service delivery, data-centre operations, maintenance, security and technical support.

Google's published subprocessor information identifies potential processing locations including Argentina, Australia, Belgium, Brazil, Bulgaria, Chile, Colombia, Denmark, El Salvador, Finland, France, Germany, Hong Kong, India, Ireland, Israel, Italy, Japan, Malaysia, Mexico, the Netherlands, New Zealand, the Philippines, Poland, Romania, Singapore, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, the United Kingdom and the United States.

The location of particular processing activities depends on the services used and applicable provider arrangements.

Current provider information is available in the Google Workspace Subprocessor List.

**Stripe**

Stripe is used for payment processing, fraud prevention, transaction administration and related financial recordkeeping.

Stripe Payments Canada, Ltd. operates in Canada, and payment information may be transferred to Stripe, LLC in the United States and other authorized affiliates and subprocessors.

Stripe identifies additional international providers, including entities in Ireland, India, the Philippines, Malaysia, Colombia, the United Kingdom, Japan and Australia, for activities such as customer support, identity verification and other payment-related operations, where applicable.

The specific countries and providers involved depend on the services used, the transaction and applicable Stripe arrangements.

Current provider information is available in Stripe's Service Providers, Subprocessors & Affiliates List.

**OpenAI (ChatGPT) - Optional AI-Assisted Summary Preparation**

When a client separately agrees to written transcription and AI-assisted summarization, Spiral Path Wellness uses OpenAI's ChatGPT to help prepare a draft written summary from the Google Meet transcript. The practitioner reviews, edits and approves the final PDF summary. ChatGPT is an AI service provider, not an independent astrology practitioner.

We take steps to minimize personal information sent to ChatGPT, removing names, contact details and other direct identifiers where practicable. Consultation content may still contain sensitive information or information capable of identifying a person.

Before processing any client transcript, the practitioner will disable the account setting *Improve the model for everyone* and use ChatGPT's *Temporary Chat* feature without personalization, without saving the temporary conversation to ordinary chat history. While a chat remains temporary, OpenAI states it is not used to improve its models. This does not eliminate all processing or retention.

OpenAI OpCo, LLC is based in the United States. Submitted transcript information may be processed or stored in the United States and in other countries where OpenAI affiliates, partners or service providers operate, for AI-service delivery, safety, security and related operations. It may be subject to the laws of those countries.

OpenAI states that it may retain a copy of a Temporary Chat for up to 30 days for safety purposes, subject to applicable legal or security exceptions. Saved chats and files retained separately in ChatGPT Library or Space follow different deletion rules. Deleting the original Google Meet transcript does not immediately erase information already submitted to OpenAI.

Details: OpenAI Privacy Policy; ChatGPT Data Controls; Temporary Chat.

**Astro Gold - Chart Preparation**

Astro Gold is used to prepare and interpret astrological charts.

Client charts are identified using the client's first name and last initial only.

Client chart files are stored locally on the practitioner's Mac computer and synchronized through Apple iCloud.

Spiral Path Wellness does not intentionally make client chart files publicly accessible. Access to these records is restricted to authorized use.

**Apple iCloud - Chart Storage**

Apple iCloud is used to synchronize and store copies of client chart files, allowing access from authorized devices.

Apple generally stores personal information in the United States and may use international affiliates or service providers for storage, synchronization, account administration, security, maintenance and technical support.

Information stored through iCloud is encrypted in transit and on Apple's servers. The encryption protections available for particular files depend on the account's security settings, including whether Advanced Data Protection is enabled.

For further information, see Apple's Privacy Policy and iCloud Terms.

**International information handling**

Personal information may be accessed, stored, used or otherwise processed outside Canada in connection with the services described above. Such information may be subject to the laws of the countries where it is processed.

Spiral Path Wellness takes reasonable steps to select service providers and protect client information in accordance with applicable privacy laws.

Clients may request information about our privacy practices, international data processing and use of service providers by contacting:

**Privacy Officer - Spiral Path Wellness**
hello@spiralpath.ca

## 09 Information Security & Retention

Spiral Path Wellness takes reasonable measures to protect personal information against unauthorized access, loss, misuse or disclosure.

Client astrological charts are stored locally on a Mac computer and synchronized through Apple iCloud. Chart files are identified by first name and last initial only. Chart information may still be identifying and is handled as confidential personal information.

Client chart files are not intentionally shared publicly. Access is limited through account permissions and appropriate device and cloud security settings.

Personal information is retained only as long as reasonably necessary for its intended purposes or as required by law.

**Our retention practices are:**

- **Client charts and consultation notes:** Retained for one year following the client's most recent consultation.
- **Consultation PDF summaries:** Retained for one year following the consultation.
- **Original Google Meet transcripts:** Deleted promptly from Spiral Path Wellness's working records after the PDF summary has been prepared, delivered and checked for completeness. Where possible, files are also removed from Google Drive Trash.
- **ChatGPT Temporary Chat data:** Submitted text is subject to OpenAI's separate practices. OpenAI may retain a copy for up to 30 days for safety, with possible legal or security exceptions. Temporary Chat is not used to improve OpenAI models while it remains temporary. Deletion from Google Drive does not trigger immediate deletion at OpenAI.
- **Business and payment records:** Retained for applicable statutory periods, even when other client information has been deleted.
- **Audio or video recordings:** Not made as part of Spiral Path Astrology consultations.

### Regular privacy review

Spiral Path Wellness conducts quarterly reviews of retained client information and deletes or de-identifies records that are no longer required, subject to statutory obligations.

We take reasonable measures to address copies on local devices, synchronized cloud storage and applicable backups. Technical deletion from service-provider systems and backups follows their own retention schedules. Files saved separately to ChatGPT Library or Space would require separate deletion.

## 10 Transcription Consent & AI-Assisted Summaries

Spiral Path Astrology does not make audio or video recordings of consultations. Google Meet written transcription and ChatGPT-assisted summary preparation are optional and require separate, affirmative client consent during booking.

### Google Meet written transcription

With the client's informed permission, Google Meet (part of Google Workspace) generates a written transcript of what is said during the consultation. Transcripts may initially be saved in the meeting organizer's Google Drive and linked to the Google Calendar event. Depending on Workspace settings, hosts, co-hosts and the person initiating transcription may have access; Spiral Path Wellness will restrict permissions appropriately.

**AI-assisted summary using OpenAI's ChatGPT**

With the same optional consent, the written transcript may be submitted to OpenAI's ChatGPT to help draft a personalized consultation summary. Before submission, the practitioner will remove direct identifiers where practicable, disable the account's model-improvement sharing setting, and use Temporary Chat without personalization or saving it to regular chat history.

The practitioner personally reviews, corrects and edits the AI-assisted draft. The client receives a PDF summary of the consultation, not necessarily a verbatim transcript. The summary may include astrological themes, interpretations, timing considerations and areas for reflection. A copy of the finished PDF may be retained for one year.

**Transcript deletion and provider retention**

The original Google Meet transcript is deleted promptly from our working records after the summary has been prepared, delivered and checked for completeness. OpenAI's separate retention practices still apply to content submitted to ChatGPT: Temporary Chat copies may be held for up to 30 days for safety purposes, subject to legal or security exceptions. The summary and transcript are not automatically deleted from every service provider at the same time.

**Consent and client choice**

The client may decline this entire optional transcription and AI-summary workflow without losing access to an ordinary astrology consultation. If consent is declined, Spiral Path Astrology will not transcribe the session or submit its content to ChatGPT for AI-assisted summarization. Any alternative written-summary arrangements can be discussed before booking.

Clients may ask that transcription stop or withdraw consent for future processing at any time, subject to practical and legal limits for information already processed. Consent to transcription does not authorize audio or video recording.

Consultation materials are not used by Spiral Path Wellness for public content, testimonials or promotional purposes without additional specific permission.

## 11 Client Privacy Rights

Clients may contact Spiral Path Wellness to:

- Request access to personal information held about them.
- Request correction of inaccurate personal information.
- Ask questions about how their information is collected, used, stored, or disclosed.
- Withdraw or modify consent where permitted by law.
- Request deletion of information, subject to legitimate business needs and legal retention obligations.
- Raise a privacy concern or complaint.

Requests will be reviewed and addressed in accordance with applicable privacy legislation, including Alberta's Personal Information Protection Act (PIPA), and other applicable Canadian privacy laws.

**Privacy inquiries:** hello@spiralpath.ca

## 12 Communications & Marketing

Spiral Path Wellness may contact clients regarding bookings, appointment reminders, consultation materials, payment matters, and other necessary service communications.

Promotional communications, newsletters, and marketing updates will be offered through a separate, optional subscription or consent process where required.

Clients are not required to subscribe to marketing communications to receive astrology services.

## 13 Changes to This Agreement

Spiral Path Wellness may update its policies and practices periodically.

The version in effect when a consultation is booked will govern that booking, except where changes are required by law or separately agreed upon.

Updated versions will be made available through our booking page or website.

## 14 Client Acknowledgement

By accepting this agreement during booking, the client confirms that they:

- Have been given an opportunity to review the Client Agreement & Privacy Policy.
- Understand the nature and limitations of the astrology services offered.
- Agree to the applicable booking, payment, cancellation, and consultation terms.
- Have been informed of how personal information is collected, used, disclosed, and protected.

Acceptance of this agreement does **not** constitute consent to optional Google Meet transcription or ChatGPT-assisted summary preparation. Those permissions are requested separately and may be declined without losing access to an ordinary consultation. Marketing and testimonials require their own consent, as applicable. Spiral Path Astrology does not audio- or video-record consultations.

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**SPIRAL PATH ASTROLOGY**

An offering of Spiral Path Wellness

*In relationship with rhythms*
*Guided by the stars*
*Rooted in ancient wisdom*
*Welcoming possibility*

Spiral Path Wellness · Canmore, Alberta, Canada
hello@spiralpath.ca · spiralpath.ca

End of Agreement