



Medi 1 Services – Policy Documents

These policies outline the terms and conditions under which Medi 1 Services provides social media marketing training and consultancy services. By engaging our services, you agree to be bound by these policies.

1. Privacy Policy

Medi 1 Services is committed to protecting your privacy. This policy explains how we collect, use, and safeguard your personal information.

- **Information Collection:** We collect information such as your name, contact details, company information, and payment details when you register for training courses, engage our consultancy services, or subscribe to our mailing list. We may also collect data related to your social media accounts with your explicit consent for analysis and strategy development purposes. This may include, but is not limited to, profile information, audience demographics, and engagement metrics.
- **Use of Information:** We use your information to:
 - Provide training and consultancy services.
 - Process payments.
 - Communicate with you about our services, updates, and promotions.
 - Personalize your learning experience.
 - Improve our services.
 - Conduct internal research and analysis to better understand our clients' needs and improve our offerings.
- **Data Security:** We implement appropriate security measures to protect your personal information from unauthorized access, use, or disclosure. These measures include firewalls, encryption, access controls, and regular security audits.
- **Data Sharing:** We will not share your personal information with third parties except:



- When required by law.
- With trusted service providers who assist us in delivering our services (e.g., payment processors, email marketing platforms, data analytics providers). These providers are bound by confidentiality agreements and are GDPR (or equivalent privacy law) compliant, where applicable.
- With your explicit consent.
- **Data Retention:** We will retain your personal information for as long as necessary to fulfil the purposes outlined in this policy, or as required by law. This period will vary depending on the nature of the data and the purpose for which it was collected. For example, we may retain payment information for a longer period to comply with accounting regulations.
- **Your Rights:** You have the right to:
 - Access your personal information.
 - Correct any inaccuracies in your personal information.
 - Request the deletion of your personal information (subject to legal requirements).
 - Opt out of receiving marketing communications.
 - Data Portability: Request a copy of your data in a structured, commonly used, and machine-readable format.
- **Cookies:** Our website may use cookies to enhance your browsing experience. You can control cookies through your browser settings. Our cookie policy will be clearly displayed on our website.
- **Third-Party Links:** Our website may contain links to third-party websites. We are not responsible for the privacy practices of these websites.
- **Children's Privacy:** Our services are not directed to children under the age of 18. We do not knowingly collect personal information from children.
- **Contact:** If you have any questions about our privacy policy, please contact us at support@medi1services.com.



2. Terms & Conditions

These terms and conditions govern your use of our training courses and consultancy services.

- **Service Description:** Medi 1 Services provides social media marketing, training courses and consultancy services as described in our Facebook. We will make reasonable efforts to ensure that the information provided is accurate and up-to-date.
- **Registration & Enrolment:** Enrolment in training courses is subject to availability and payment of fees. We reserve the right to refuse enrolment to anyone. We may also set prerequisites for certain courses.
- **Payment Terms:** Payment for training courses and consultancy services is due as specified in our invoices or agreements. Late payments may be subject to interest charges of 6% per annum. All payments are via online transfers to our company bank account only.
- **Intellectual Property:** All training materials, presentations, and other resources provided by Medi 1 Services are protected by copyright. You may not reproduce, distribute, or modify these materials without our prior written consent. You retain ownership of your own pre-existing intellectual property. Any deliverables created specifically for you as part of a consultancy project will be owned as per the consultancy agreement. We may use anonymized data and aggregated results from our services for research and marketing purposes.
- **Confidentiality:** We will keep your confidential information confidential. You agree to keep our proprietary information confidential. This obligation extends beyond the termination of our agreement.
- **Liability:** Medi 1 Services is not liable for any indirect, incidental, or consequential damages arising out of your use of our services. Our liability is limited to the amount you paid for the services. We are not responsible for the performance of third-party platforms or services that may be recommended as part of our consultancy.



- **Disclaimer:** While we strive to provide accurate and up-to-date information, we make no warranties about the completeness or accuracy of our training materials or consultancy advice. The social media landscape is constantly evolving, and results may vary. We do not guarantee any specific outcomes or results from our services.
- **Termination:** We may terminate our agreement with you if you breach these terms and conditions. You may terminate our agreement by providing written notice as specified in the relevant agreement. Termination will not affect any accrued rights or obligations of either party.
- **Governing Law:** These terms and conditions shall be governed by and construed in accordance with the laws of Malaysia.
- **Dispute Resolution:** Any disputes arising out of these terms and conditions shall be resolved through amicable negotiation. If negotiation fails, the parties agree to submit to the exclusive jurisdiction of the courts of Malaysia.
- **Amendments:** We reserve the right to amend these terms and conditions at any time. Updated terms will be posted on our Facebook, and we will notify existing clients of any material changes.
- **Force Majeure:** Neither party shall be liable for any failure to perform its obligations under these terms and conditions if such failure is caused by a force majeure event, such as acts of God, war, or natural disasters.

3. Service Delivery Policy

This policy outlines our commitment to delivering high-quality training and consultancy services.

- **Training Courses:**
 - We will provide training courses as described in our course outlines.
 - We will provide qualified and experienced trainers with relevant industry certifications (if applicable).



- We will provide a conducive learning environment, whether online or in-person.
- We will provide timely and effective support to participants, including access to online forums and Q&A sessions.
- We will provide participants with access to course materials and recordings (where applicable) for a specified period.
- **Consultancy Services:**
 - We will provide consultancy services as agreed upon in our consultancy agreements.
 - We will assign experienced consultants to your project with relevant expertise in your industry (where possible).
 - We will conduct thorough research and analysis using industry-standard tools and methodologies.
 - We will develop customized strategies and recommendations tailored to your specific business goals.
 - We will provide regular progress updates, including written reports and meetings.
 - We will maintain open communication with you throughout the project, responding to your inquiries within 1 business day.
- **Communication:** We are committed to clear and prompt communication. We will respond to your inquiries within 3 business day. Our preferred method of communication is email, but we are also available by phone and video conferencing.
- **Feedback:** We value your feedback and will use it to improve our services. We will solicit feedback from you after each training course or consultancy project.

4. Cancellation Policy

This policy outlines the terms and conditions for cancelling your enrolment in a training course or terminating a consultancy agreement.



- **Training Courses:**

- You may cancel your enrolment in a training course by providing written notice to us at support@medi1services.com.
- If you cancel 30 days or more before the start of the course, you will receive a full refund less a RM200 as administrative fee.
- If you cancel 30 days or less before the start of the course, no refund will be issued.
- We reserve the right to cancel a training course due to insufficient enrolment or unforeseen circumstances. In this case, you will receive a full refund or the option to transfer your enrolment to a future course.

- **Consultancy Services:**

- The terms for cancellation of consultancy services will be outlined in the specific consultancy agreement. Generally, cancellation may be subject to payment for work completed up to the date of cancellation, plus any non-refundable expenses incurred. A cancellation fee may also apply.

- **Notification:** All cancellations must be submitted in writing to support@medi1services.com.

5. Refund Policy

This policy outlines the terms and conditions for receiving a refund for training courses or consultancy services.

- **Training Courses:**

- Refunds will be issued in accordance with our cancellation policy.
- No refunds will be issued for partial attendance of a training course.

- **Consultancy Services:**

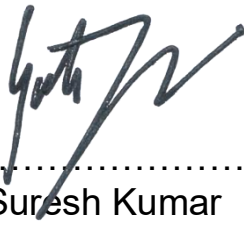
- Refunds for consultancy services will be determined on a case-by-case basis, taking into account the work completed,



the value delivered, and any expenses incurred. The terms will usually be outlined in the consultancy agreement.

- **Processing:** Refunds will be processed within 7 business days of approval.
- **Method:** Refunds will be issued via the original method of payment. If this is not possible, we will arrange an alternative method of payment.

Sincerely,



Suresh Kumar
Director

