

## **Whole Hearted Partner Programme Terms and Conditions.**

The Whole Hearted Partner Program is a service offered by Naked Truth Project, part of Visible Ministries. We are a charity seeking to Open Eyes and Free Lives From the Damaging Impact of Pornography

### **Subscription**

The Whole Hearted Partner Program subscription you choose will give you access to a number of services. Depending on which subscription you choose, those options will be different.

**Starter Subscription:** provides access to weekly coaching support groups with specially trained partner coaches. Included in this subscription is a discount (as outlined in your welcome email) on all other Whole Hearted services.

**All Access Subscription:** provides an 'all in' option whereby your monthly subscription charge grants you access to all Whole Hearted services. You may participate in weekly coaching support groups, monthly webinars and ONE workbook/topic group at one time.

### **Payment**

As a Whole Hearted subscriber, you agree to pay the subscription fee monthly, one month in advance, via the payment terms agreed to at sign up. Access to services is dependent upon the maintenance of your subscription fees. Your subscription will be terminated if fees are not kept up to date (see Termination).

### **Cancellation**

If you wish to cancel your subscription, you may do so once the minimum term of 2 months has been fulfilled. At this stage, your subscription moves to a month by month subscription and cancellation will result in termination of your access from one month after your final payment is made. You may not terminate your monthly subscription whilst participating in an ongoing group. If you are in an active group, you must continue to pay the subscription charge until that group is finished, otherwise you will be asked for payment the full cost of the group (if it were purchased without a subscription).

### **Termination**

Naked Truth Project reserves the right to terminate your Whole Hearted Partner Program subscription immediately in the case of non payment. Should we need to terminate your subscription for any other reason, we will provide a minimum notice period of one month.

### **Weekly coaching groups**

Weekly coaching groups are scheduled only at the date/time detailed in our weekly coaching group schedule. When taking a subscription, you are signing up for those sessions only (plus any that are added as we grow). If you are unable to attend, for any reason, you will still be charged the monthly subscription fee in full. Please see below for details of changes to services.

### **Changes to services as part of a subscription**

Occasionally, circumstances may call for changes to be made to the services offered (including dates and times of support sessions and webinars etc). We will notify you of this as soon as it is

reasonably appropriate to do so. We will always offer an alternative option to replace the service that is unavailable. If you are unable to access the alternative service but wish to remain a subscriber, no refund or partial refund will be offered.

### **Failure to provide services**

Naked Truth Project shall not be held liable for failure of or delay in performing its obligations under this Agreement if such failure or delay is the result of an act of God, such as earthquake, hurricane, tornado, flooding, or another natural disaster, or in the case of war, action of foreign enemies, terrorist activities, labor dispute or strike, government sanction, blockage, embargo, or failure of electrical service. The non-performing party must make every reasonable attempt to minimize delay of performance. In the event *force majeure* continues longer than 30 days, either party may terminate the Agreement, repaying the full amount of the subscription within 10 days of a termination notice.

### **Liability**

Our total liability to you shall not exceed £5million. Our total liability includes liability in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with your subscription.

### **Privacy**

We take your privacy very seriously. We want to be transparent about the data we collect, and make sure what we use it for is fair and lawful, and make sure we hold your personal data securely. We also realise how annoying it is getting cold calls from organisation you never gave your details to. For this reason, we will never sell, rent, or trade your personal data. Furthermore, your personal data is only accessed by staff members, or people within our organisation who need it to deliver the service Whole Hearted promises to give you. All of whom sign a strict confidentiality agreement (Read our full data policy here).

We will only use your emails address, or other contact details, to communicate with you about Whole Hearted subscriptions, webinars, or related programs, and only update you on our wider charity work if you opt in to these service.

### **Confidentiality**

The Whole Hearted Partner Program is a safe place. It is also a place where people will be sharing sensitive information and experiences. You are not permitted to disclose any identifying details about program participants to anyone. This includes (but is not limited to) names, spouse/partner/children's names, locations, job titles and any other information that they choose to share during any interaction.

All participants in the Whole Hearted Partner Program are subject to a participation and confidentiality agreement. Naked Truth Project cannot be held liable for any breaches in confidentiality that may occur as a result of participants failing to adhere to this agreement

### **Disclaimer**

All of the content contained in the Whole Hearted Partner Program is edited, checked, and verified for accuracy as much as it is possible to do so. However, we cannot guarantee either its accuracy or the safety of any external links it might contain. Naked Truth Project and

occurs as a result of making use of material contained on our site. We also release responsibility for any actions taken as a result of material presented as part of the program, acknowledging that responsibility for personal choice lays with each individual participant.

### **Copyright**

Any and all of the material presented in the Whole Hearted Program is, unless explicitly stated otherwise, subject to a copyright held by its creator (Catherine Etherington/Fran Hopwood and/or Naked Truth Project). It is not permissible to share any content from this program without prior written consent from the owner. Reproduction or partial modification of content is not permitted.

### **Changes to terms and conditions**

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material we will try to provide at least 30 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

### **Complaints**

In the unlikely event that you are dissatisfied with any aspect of our program, we welcome your feedback. Please email your concerns to [partners@visibleministries.com](mailto:partners@visibleministries.com) where we will respond to your email within 5 working days.

### **Contacts**

Should you have any further questions, concerns, or queries about these Terms and Conditions, or if you encounter difficulties while navigating and using the site, please contact [partners@visibleministries.com](mailto:partners@visibleministries.com) and expect a response within 5 working days.

Mailing address: Visible Ministries, Glenn House, Houston Park, Salford, Manchester, M50 2RP  
Visible is a charity registered with the Charity Commission for England and Wales. Charity number 1156788.

PLEASE NOTE: All terms and conditions remain valid beyond the termination of use of services through Naked Truth Project and this contract is governed by the laws of England and Wales.

**Signing up for a subscription indicates agreement with these terms.**