



Inter collective

Policies, Procedures, & Values Statement

Legally Binding & Effective as of:

October 25, 2025

SECTION 1: PRIVACY POLICY

Your privacy matters to us. When you interact with *Intercollective* (through our website, forms, emails, or services) we may collect personal information such as your name, email address, phone number, or business details.

We use this information only to:

- Communicate with you about inquiries, projects, and updates
- Deliver marketing services you've requested
- Improve our website and client experience

We do **not** sell, rent, or share your personal information with third parties, except as required to operate our business (for example, trusted tools like Google Analytics or email marketing platforms).

You have the right to:

- Access or correct your personal data
- Withdraw consent or unsubscribe from communications at any time

All personal data is stored securely and handled in compliance with applicable privacy laws, including Canadian PIPEDA standards.

If you have questions about your privacy, contact us at **hello@intercollective.ca**

SECTION 2: RIGHT OF REFUSAL

At *Intercollective* we are committed to fostering a professional environment that reflects our core values of integrity, respect, and shared vision. We believe that creating an environment of mutual respect is crucial to the success of our organization, and we strive to conduct our business in a way that aligns with our ethical principles. Our Right of Refusal Policy exists to ensure that every project and client relationship aligns with our company's values, ethical standards, and professional boundaries. This policy outlines our right to decline or discontinue work when doing so is necessary to protect the integrity of our team, our brand, or the quality of our services.

Intercollective reserves the right to decline a project, proposal, and client relationship, or to end an existing engagement, at our discretion. We exercise this right thoughtfully and only when continuing service would conflict with our business ethics, creative standards, or team wellbeing and boundaries.

This right applies both before entering into a formal agreement and during the course of an active project. When Intercollective has entered into a signed agreement with a client, we are committed to completing all contracted work in good faith. Should concerns arise during the project, we will first address them through open communication and professional dialogue. If no resolution is possible or clear communication is not reciprocated, Intercollective reserves the right to end the contracted agreement as detailed in the contract terms and conditions of agreement termination.

Once the agreed project is fulfilled, Intercollective reserves the right to decline future collaborations if ongoing alignment cannot be maintained.

Reasons We May Refuse or Discontinue Service

While each situation is considered individually, Intercollective may refuse or end service for reasons including (but not limited to):

- **Conflict with Our Core Beliefs or Brand Values**
Projects, messaging, or business practices that contradict Intercollective's ethical standards, brand values, belief systems or creative principles.
- **Unethical or Misleading Content**
Requests involving false advertising, plagiarism, copyright infringement, or harmful or deceptive material.
- **Disrespectful or Abusive Conduct**
Harassment, discrimination, or unprofessional communication directed toward our

staff, contractors, or collaborators.

- **Conflict of Interest**
Situations that could compromise confidentiality, loyalty, or fairness to other clients.
- **Non-Compliance with Agreed Terms**
Failure to meet payment deadlines, ignoring communication boundaries, or breaching contract obligations.
- **Unrealistic or Unattainable Expectations**
Demands that exceed reasonable timelines, budgets, or professional capacity.

This policy is designed to maintain the integrity of our organization's core values while promoting a productive, professional, and respectful environment for all involved participants. It is not intended to limit free speech or impose personal beliefs on others. Instead, it is a reflection of our dedication to conducting business in a manner that aligns with our values and upholds ethical practices.

SECTION 3: TERMS OF SERVICE

By using our website or engaging *Intercollective* for services, you agree to the following terms:

- All creative work, designs, and strategies remain the intellectual property of Intercollective until full payment has been received.
- Our website content, imagery, and branding are protected by copyright and may not be copied or distributed without permission.
- While we strive for accuracy and quality in all our marketing work, results may vary depending on client participation, industry trends, and external factors.
- Intercollective is not liable for indirect or consequential losses that may occur from using our website or services.

We reserve the right to update these terms as needed. Any changes will be reflected on our website with the updated effective date.

SECTION 4: PAYMENT & REFUND POLICY

We value transparency and fairness in all financial matters.

Payments:

- Projects typically require a deposit or retainer before work begins.
- Remaining balances are due upon completion of agreed deliverables, unless otherwise stated in your contract.
- Accepted payment methods include e-transfer or other agreed options.

Refunds:

- Deposits and retainers are non-refundable once project work has begun, as they reserve time and resources.
- If a client cancels a project before significant work has started, Intercollective may, at its discretion, issue a partial refund.
- If Intercollective is unable to complete a project due to unforeseen circumstances, clients will receive a fair refund for uncompleted portions.

All invoices are due by the payment date stated. Late payments may result in project delays or additional fees.

SECTION 5: PROJECT & COMMUNICATION POLICY

We believe the best results come from clear communication and collaboration.

Communication:

- Our team primarily communicates through email, the provided client portal, and scheduled calls (when made in advance) during business hours.
- Typical response time is within 1–3 business days.
- All project details, revisions, and approvals must be confirmed in writing to ensure clarity.

Revisions & Approvals:

- Each service package includes a set number of revisions as outlined in your proposal.
- Additional revisions or scope changes may incur extra charges and adjusted timelines.

Timeline & Deliverables:

- Project timelines are provided as estimates and depend on timely client feedback.
- Intercollective is not responsible for delays caused by late approvals, missing materials, or non-response from clients.

Ownership:

- Upon final payment, clients receive full rights to completed deliverables (e.g., logo files, ad copy, etc.) unless otherwise agreed.
- Intercollective retains the right to display completed work in our portfolio and marketing materials.

SECTION 6: LIABILITY DISCLAIMER

Intercollective provides marketing, creative, and consulting services intended to support the growth and visibility of your business. However, specific outcomes (such as sales performance, online traffic, or engagement levels) cannot be guaranteed due to external factors beyond our control.

By using our services, clients acknowledge that:

- Marketing results vary by industry, audience, and timing.
- Intercollective is not liable for any losses, damages, or claims arising from the use or implementation of our work.
- All strategic or creative recommendations are provided in good faith and with professional expertise.

Our goal is always to act in your best interest and deliver outstanding, ethical results that reflect Intercollective's values.

CONTACT INFORMATION

For any questions regarding these policies, please contact:

Intercollective

Email: hello@intercollective.ca

Website: www.intercollective.ca

By engaging with Intercollective or using our website, you acknowledge that you have read, understood, and agreed to the terms outlined in this document.