

TERMS OF SERVICE

Last Updated: October 1, 2026

Welcome to the client onboarding portal of **SPECTRA MedComms & Research Consulting** ("SPECTRA"). By accessing our platform, booking an initial consultation, or utilizing our portal resources, you agree to comply with and be bound by the following Terms of Service ("Terms"). Please review them carefully.

1. Scope of Professional Services

SPECTRA provides professional scientific consultation, medical writing, methodology advice, and academic coaching.

- **No Medical Advice:** The deliverables, data interpretations, and communications provided by SPECTRA are intended strictly for strategic research, educational, and communication purposes. **They do not constitute clinical medical advice, medical diagnoses, or formal healthcare prescriptions.**
- **No Publication Guarantees:** While SPECTRA delivers high-level academic refinement, we do not guarantee peer-reviewed journal acceptance or funding approvals, as these remain at the sole discretion of external editorial boards and bodies.

2. Intellectual Property (IP) Allocation

To ensure clear academic and business boundaries, IP ownership is partitioned as follows:

- **Client Ownership:** The client retains **100% complete and exclusive ownership** of all raw data, source research materials, protocols, methodologies, and final customized manuscripts submitted to or polished by SPECTRA.
- **SPECTRA Ownership:** SPECTRA retains exclusive ownership over its underlying proprietary templates, methodology frameworks, pre-built structural guidelines, coaching rubrics, and platform materials utilized during the delivery of services.

3. Portal Access, Misuse, and Account Security

Registered client portal credentials are to be used exclusively for direct communications between the contracted client and SPECTRA staff.

- **Credentials:** Sharing login profiles or portal access credentials with unauthorized third parties or uncontracted colleagues is **strictly prohibited**.
- **Suspension and Termination:** SPECTRA reserves the absolute right to suspend or permanently terminate portal accounts immediately, without prior notice, for system abuse, data scraping, code injection, or violations of ethical and academic compliance standards.

4. Financial Terms & Billing Schedules

- **Consultation Booking:** Full upfront payment is required at the time of booking an initial consultation.
- **Project Kickoff:** The completion of the initial consultation meeting serves as the official kickoff for any subsequently contracted projects or milestones.
- **Invoicing and Late Payments:** Invoices generated for ongoing milestones or final contract wrap-ups must be paid in full **within 30 days upon the completion of services**. SPECTRA reserves the right to pause active development or restrict portal access for accounts with overdue invoices.

5. Timelines, Deliverables, and Revision Policy

To maintain project momentum and secure scheduling bandwidth, strict evaluation windows apply:

- **The 14-Day Revision Window:** All requests for structural edits or revisions must be submitted via email within **two (2) weeks (14 calendar days)** following the digital delivery of a writing deliverable or a consultation wrap-up note.
- **Revision Limits:** A maximum of **two (2) rounds of revisions** are permitted per paid service deliverable, provided the requested adjustments align with the initial project scope.
- **Automatic Project Completion:** If the client provides explicit written sign-off, or fails to respond within 14 calendar days of standard file delivery, the project/service is contractually assumed to be fully completed. Following this window, your data will be permanently handled according to your selection at onboarding: either immediately deleted under SPECTRA's standard **Zero-Retention Policy** or safely archived if you explicitly selected the **Optional Client Profile Archival** pathway.
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6. Governing Law & Dispute Resolution

These Terms and any portal interactions are governed by, and construed in accordance with, the provincial laws of **Alberta** and the federal laws of **Canada**. Any formal disputes arising out of these terms must be escalated in writing to our administrative team.

7. Contact for Legal and Billing Disputes

For all formal disputes, invoicing discrepancies, or legal notifications, please contact:
Email: info@spectramedcommsconsulting.com