

## REDEEM DIGITAL

# WEBSITE TERMS OF USE

Canadian Client Version 1.4 - October 23, 2026

Effective October 23, 2026

These Terms govern use of redeemdigital.ca and public Redeem Digital website content, including any public profiles, community listings or submissions made available on that site. Client-operated Community Hall platforms and Digital Ministry Suite components require the Client's applicable user terms and privacy notices; these Website Terms do not by themselves govern every Client community. They do not replace a signed Master Service Agreement, applicable service Addendum, Service Schedule, SOW or other client Order.

## 1. WEBSITE OPERATOR

redeemdigital.ca is operated by Arrion McDonald Grosvenor, carrying on business as Redeem Digital, a Nova Scotia sole proprietorship based in Halifax, Nova Scotia, Canada. Contact: start@redeemdigital.ca.

Mailing address: PO Box 35017, Halifax RPO Bedford, NS B3M 0G3.

## 2. INFORMATIONAL SITE AND SERVICE REQUESTS

The website describes Redeem Digital services, packages and ways to contact us. Submitting an inquiry or intake form is a request for follow-up and does not by itself create a client contract, authorize work or require Redeem Digital to accept an engagement.

## 3. PRICES AND SERVICE DESCRIPTIONS

Published fixed prices and package descriptions are intended to describe the current offering. A client purchase is governed by the package, price and version/date preserved in the signed Service Schedule. Services described as "From," "Quoted," custom or otherwise variable require Redeem Digital approval of scope and price before a client Order is issued. Website content may change prospectively; later edits do not alter an already signed Order.

A published assessment-credit offer applies only when the signed assessment Order records eligibility and the later implementation Order applies the credit. Unless those Orders state otherwise, a standalone paid Initial Technology Assessment or Church Operations Assessment earns one credit of up to CAD \$150 against Redeem Digital professional fees under the first directly related implementation Order accepted within 60 days after delivery of the assessment findings. The credit is non-transferable, has no cash value, cannot be combined or carried forward, and does not apply to taxes, third-party costs, recurring fees, reassessments or assessments included in a Partnership package.

## 4. CONTRACTING AND DOCUSIGN

Client engagements are formed through signed client documents, ordinarily delivered through DocuSign or another electronic-signature service selected by Redeem Digital. The applicable client package may include the Master Service Agreement, one or more service Addenda, and a Service Schedule or Statement of Work. Website browsing, form submission or clicking a general website button does not substitute for the signature required under the applicable client agreement.

## 5. PAYMENTS

Redeem Digital does not take payment through redeemdigital.ca. After the required client documents are signed, Redeem Digital issues invoice and bank-to-bank payment instructions. Work begins only after the payment required before commencement has been received and confirmed, subject to the applicable signed Order.

## 6. AUTOMATED ADMINISTRATION

Redeem Digital may use automated systems to receive and route requests, prepare routine paperwork, send reminders or status updates, collect service inputs and update project records. A person may request human assistance through an available contact or support channel. Automated website or workflow output does not approve a custom price, change a signed agreement or create work outside an accepted Order.

## **7. WEBSITE CONTENT AND INTELLECTUAL PROPERTY**

Unless otherwise stated, the website design, text, branding, graphics, service descriptions and other Redeem Digital content are owned by or licensed to Redeem Digital. You may view and reasonably share links to public pages for ordinary informational purposes. You may not copy, republish, scrape for commercial resale, remove rights notices, impersonate Redeem Digital or use the site in a way that infringes rights or interferes with site operation.

## **8. CLIENT AND THIRD-PARTY CONTENT**

Logos, names, testimonials, media or other material belonging to clients or third parties remain subject to their respective rights. A link or integration does not mean Redeem Digital controls or endorses every statement, policy or service of the linked provider.

Where public profiles, community or member-owned business listings, links or user submissions are made available on this site, they remain the responsibility of the supplying Client, user or listed provider. You must have the rights and permissions required to submit or publish information about yourself or others and provide reasonably accurate information. A profile, listing or link is not Redeem Digital's verification, endorsement or guarantee of a person, qualification, business, offering or transaction. Dealings with listed providers are between the relevant parties.

## **9. ACCEPTABLE USE**

Do not misuse the website, attempt unauthorized access, interfere with security or availability, submit malicious code, abuse forms, impersonate another person or organization, or submit information you are not authorized to provide. Do not send passwords, payment-card details, online-banking credentials, API secrets or multi-factor authentication codes through general intake forms.

Do not submit unlawful, infringing, defamatory, harassing, deceptive or malicious content or disclose another person's Personal Information without appropriate authority. Do not bypass audience restrictions or use community information for an unauthorized purpose. Redeem Digital may restrict affected access or remove content where reasonably necessary to address a rights complaint, privacy or security risk, misuse or breach of these Terms, with notice where lawful and practical. This does not promise continuous screening or moderation. Client-operated communities must establish their own user rules and moderation arrangements under their client agreement.

## **10. NO GUARANTEE OF RESULTS**

Website descriptions explain the nature of Redeem Digital services but do not guarantee outcomes outside Redeem Digital's reasonable control, including grant awards, donations, revenue, search ranking, attendance, member participation, community engagement, business results, app-store acceptance, third-party uptime or absolute cybersecurity. Contracted service standards and remedies are governed by the signed client agreement.

## **11. PRIVACY**

Personal information submitted through the website is handled under the Redeem Digital Privacy Policy and, where applicable, the signed client agreement.

## **12. AVAILABILITY AND CHANGES**

Redeem Digital may change, suspend or discontinue website content or functionality. We use reasonable care in maintaining the site but do not promise that public website access will always be uninterrupted or error-free.

## **13. GOVERNING LAW**

These Website Terms are governed by the laws of Nova Scotia and the applicable federal laws of Canada, subject to mandatory rights or jurisdiction that cannot lawfully be excluded.

## **14. CONTACT**

Questions about these Terms or the website may be sent to [start@redeemdigital.ca](mailto:start@redeemdigital.ca).