Privacy Policy & Website Terms and Conditions

TR Nutrition

Effective Date: November 24, 2026

PART 1: PRIVACY POLICY

1. Our Commitment to Your Privacy

TR Nutrition is an independent holistic nutrition practice based in Guelph, Ontario, Canada, operated by Trina Rys, Registered Holistic Nutritionist (RHN).

TR Nutrition respects your privacy and is committed to protecting the personal information you share with us through our website, nutrition services, online coaching programs, electronic communications and other interactions.

We are committed to handling personal information responsibly and in accordance with applicable Canadian privacy legislation, including the Personal Information Protection and Electronic Documents Act (PIPEDA), where applicable.

2. Information We Collect

Depending on how you interact with TR Nutrition, we may collect the following information:

Personal and contact information:

- Name; email address; telephone number; mailing address; age or date of birth; communication preferences.

Health and wellness information provided during nutrition consultations or coaching programs:

- Medical and health history; current health concerns; medications and supplements; dietary habits and preferences; lifestyle habits; weight and body measurements; laboratory results voluntarily provided; health and wellness goals; client progress and consultation notes.

Website and technical information:

- IP address; browser and device information; website usage and interactions; referral sources; cookie and analytics information, where applicable.

Billing and transaction information:

- Billing information; payment history; program or service purchases.

Payments may be processed through secure third-party payment providers. TR Nutrition does not directly store full payment card details when payments are processed through these providers.

We aim to collect only the information reasonably necessary to provide our services and operate our business.

3. How We Collect Information

Personal information may be collected when you:

- Complete a contact or consultation form.
- Book an appointment.
- Subscribe to our email communications.
- Participate in a workshop, webinar or challenge.
- Enrol in a nutrition coaching program.
- Complete a health history or intake questionnaire.
- Communicate with us through email, telephone, text message, social media or our client portal.
- Visit or interact with our website.

Our publicly available downloadable resources do not require you to provide your name or email address. Standard website and technical information may still be collected when accessing these resources.

4. How We Use Your Information

TR Nutrition may use your personal information to:

- Provide individualized nutrition and wellness services.
- Develop appropriate nutrition and lifestyle recommendations.
- Monitor client progress and provide ongoing support.
- Schedule and manage appointments.
- Communicate regarding services, programs and consultations.
- Process payments and maintain business records.
- Respond to inquiries and requests.
- Deliver educational resources and requested information.
- Send newsletters, program announcements and promotional communications where appropriate consent has been obtained.
- Improve our website, programs and services.
- Maintain the security of our systems and client information.
- Meet applicable legal, regulatory and professional obligations.

TR Nutrition does not sell or rent your personal information to third parties.

5. Consent

We collect, use and disclose personal information with your knowledge and consent, except where otherwise permitted or required by law.

Express consent will be obtained where required, particularly when collecting sensitive personal health information for nutrition consultations and coaching services.

You may withdraw your consent at any time, subject to applicable legal or contractual restrictions and reasonable notice.

Withdrawing consent to the collection or use of certain information may affect our ability to provide individualized nutrition services.

6. Third-Party Service Providers

TR Nutrition uses third-party platforms to support the delivery of our services and the operation of our business. These may include:

Practice Better

Used for client management, appointment scheduling, intake forms, health information, nutrition recommendations, client records and program delivery.

MailerLite

Used for website hosting, email communications, newsletters, educational resources, subscription management and related website functionality.

Google Workspace

Used for business email, administrative communications and business operations.

Payment processing providers

Used to securely process payments for consultations, coaching programs and other services.

Social media and communication platforms

Used to provide educational content, community support and communications where clients or website visitors choose to engage through these platforms.

These service providers may process personal information on behalf of TR Nutrition or in accordance with their own privacy policies.

TR Nutrition takes reasonable steps to select reputable service providers and protect personal information shared with them.

7. International Data Storage and Processing

Some of our third-party service providers may store or process information outside Canada.

As a result, personal information may be subject to the laws of the jurisdictions in which it is stored or processed, including lawful access by government or regulatory authorities.

TR Nutrition takes reasonable steps to ensure that appropriate privacy and security safeguards are in place when using third-party service providers.

8. Email Communications and Marketing

TR Nutrition may send educational newsletters, nutrition information, program announcements and promotional communications to individuals who have provided appropriate consent or where otherwise permitted by law.

Our commercial electronic communications are intended to comply with Canada's Anti-Spam Legislation (CASL).

You may unsubscribe from marketing communications at any time by clicking the unsubscribe link included in our emails or by contacting TR Nutrition directly.

Unsubscribing from marketing communications does not prevent us from sending necessary administrative or service-related communications regarding appointments, payments or active coaching services.

9. Cookies, Analytics and Website Tracking

Our website and third-party service providers may use cookies and similar technologies to:

- Support essential website functionality.
- Remember visitor preferences.
- Understand website usage.
- Improve website performance and user experience.
- Measure the effectiveness of marketing activities, where applicable.

Where required, consent will be obtained for non-essential cookies and tracking technologies.

You may manage or disable cookies through your browser settings. Disabling certain cookies may affect website functionality.

10. Client Confidentiality and Health Information

TR Nutrition recognizes that personal health information is sensitive and treats it with appropriate care and confidentiality.

Information shared during private nutrition consultations and coaching sessions will not be disclosed without your consent except where disclosure is necessary to provide agreed-upon services, permitted or required by law, or otherwise authorized by you.

Clients participating in group coaching programs or online communities are encouraged to respect the privacy and confidentiality of other participants.

While TR Nutrition establishes reasonable expectations regarding confidentiality, we cannot guarantee the conduct of other group participants.

Clients are encouraged to use the designated client portal when sharing sensitive health information rather than public social media platforms or unsecured communication channels.

11. Testimonials, Photographs and Client Success Stories

TR Nutrition may share client testimonials, photographs, progress updates and success stories for educational or promotional purposes with appropriate client consent.

Personally identifiable health information, photographs or client success stories will not be intentionally published without appropriate authorization.

Clients may withdraw permission for future use of their testimonials or photographs by contacting TR Nutrition.

While reasonable efforts will be made to remove content from platforms controlled by TR Nutrition following a withdrawal of consent, we cannot guarantee the removal of material previously shared or reproduced by independent third parties.

12. Protection of Personal Information

TR Nutrition takes reasonable administrative, technical and physical measures to protect personal information against unauthorized access, disclosure, alteration, loss or misuse.

These measures may include:

- Password-protected accounts.
- Secure client management platforms.
- Restricted access to client information.
- Appropriate electronic security measures.
- Secure payment processing services.

While reasonable precautions are taken, no method of electronic transmission or storage can be guaranteed to be completely secure.

In the event of a privacy breach, TR Nutrition will take appropriate steps to assess and address the incident and notify affected individuals and relevant authorities where required by law.

13. Information Retention

Personal information is retained only for as long as reasonably necessary to:

- Provide agreed-upon services.
- Maintain appropriate client and business records.
- Meet applicable legal, tax, insurance and professional obligations.
- Resolve disputes and enforce agreements.

When personal information is no longer required, reasonable steps will be taken to securely destroy, delete or anonymize it.

14. Accessing or Correcting Your Information

Subject to applicable legal exceptions, you may request:

- Access to personal information held about you.
- Correction of inaccurate or incomplete information.
- Information about how your personal information is collected, used or disclosed.
- Withdrawal of consent.
- Deletion of information where legally and operationally permissible.

Requests may be submitted using the contact information provided below.

TR Nutrition may need to verify your identity before responding to requests involving personal information.

15. Children's Privacy

Our website, educational resources and coaching programs are primarily intended for adults.

TR Nutrition does not knowingly collect personal information directly from children through its website without appropriate parental or guardian consent where required.

16. External Websites

Our website may contain links to external websites, social media platforms, educational resources and third-party services.

TR Nutrition is not responsible for the privacy practices, security or content of external websites.

Visitors are encouraged to review the privacy policies of any third-party websites they access.

17. Privacy Questions and Complaints

Questions, concerns or complaints regarding the collection, use or protection of your personal information may be directed to:

Trina Rys, RHN | TR Nutrition

Guelph, Ontario, Canada

Email: trina.rys@trnutrition.com

Website: https://trnutrition.com

If your privacy concerns cannot be resolved directly with TR Nutrition, you may also contact the Office of the Privacy Commissioner of Canada or another applicable privacy regulatory authority.

PART 2: WEBSITE TERMS AND CONDITIONS

1. Acceptance of Terms

These Terms and Conditions govern your use of the TR Nutrition website, including its educational materials, downloadable resources and related online content.

By accessing or using this website, you agree to these terms to the extent permitted by applicable law.

If you do not agree with these terms, please discontinue use of the website.

2. Professional Scope of Practice

TR Nutrition provides holistic nutrition education, nutrition coaching and lifestyle guidance intended to support overall health and wellness.

Trina Rys is a Registered Holistic Nutritionist (RHN). Nutrition services provided by TR Nutrition are not a substitute for medical care, diagnosis or treatment provided by a qualified healthcare professional.

TR Nutrition does not diagnose medical conditions, prescribe pharmaceutical medications or provide medical treatment.

Clients are encouraged to maintain appropriate relationships with their physicians and other qualified healthcare providers.

3. Medical and Health Disclaimer

Information provided on this website, in downloadable resources, newsletters, workshops, social media posts and other educational materials is intended for general educational and informational purposes.

It is not intended to replace individualized medical advice, diagnosis or treatment.

You should consult an appropriate healthcare professional before making significant changes to your diet, exercise routine, medications or supplement regimen, particularly if you:

- Have diabetes or another diagnosed medical condition.
- Take prescription medications.
- Have cardiovascular, kidney or liver disease.
- Have food allergies or other dietary restrictions.
- Are receiving treatment for an existing health condition.

Never discontinue or adjust prescribed medications without consulting the healthcare professional responsible for your medical care.

Do not disregard professional medical advice or delay seeking medical attention because of information obtained through TR Nutrition.

If you are experiencing a medical emergency, contact your local emergency services.

4. Individual Results and No Guarantees

TR Nutrition is committed to providing practical, evidence-informed nutrition education and individualized coaching.

However, health and weight loss outcomes vary considerably between individuals and may be influenced by factors including:

- Medical history; genetics; medications; age; lifestyle; existing health conditions; sleep and stress; individual circumstances and consistency.

TR Nutrition does not guarantee specific amounts of weight loss, improvements in laboratory results, changes in medication requirements, disease remission or other particular health outcomes.

Testimonials and client success stories represent individual experiences and should not be interpreted as guarantees of similar results.

5. Free Educational Resources

TR Nutrition provides selected educational resources free of charge to help individuals make informed decisions about their nutrition, lifestyle and overall health.

These resources are intended for personal educational use and do not constitute individualized nutrition recommendations or establish a professional client relationship.

Visitors are welcome to download, save and print publicly available resources for their own personal use.

You are also welcome to share links to our publicly available resources with others.

6. Intellectual Property and Copyright

Unless otherwise indicated, original content published by TR Nutrition is protected by applicable copyright and intellectual property laws.

This includes original:

- Written educational materials; downloadable guides; nutrition protocols; program materials; worksheets and handouts; presentations; videos and recordings; website content; logos and branding; The Belly Fat Fix program materials.

Materials belonging to third parties remain the property of their respective owners.

You may not reproduce, modify, sell, distribute commercially, republish or incorporate TR Nutrition's proprietary materials into another business, coaching program or paid service without prior written permission.

Access to free or paid educational materials does not transfer ownership of intellectual property.

7. Paid Programs and Nutrition Services

Paid nutrition consultations, coaching services and programs, including The Belly Fat Fix, are subject to separate client service agreements and informed consent documents.

These agreements may address:

- Program inclusions and duration.

- Payment arrangements.
- Cancellation and refund policies.
- Appointment scheduling.
- Client responsibilities.
- Communication and support.
- Confidentiality.
- Individualized nutrition services.

In the event of a conflict between these general website terms and a specific signed client service agreement, the applicable client service agreement will govern the provision of those services, subject to applicable law.

8. Website Availability and Accuracy

TR Nutrition makes reasonable efforts to ensure that website information is accurate, current and useful.

However, nutrition science, health research and professional recommendations may evolve over time.

TR Nutrition reserves the right to update, modify or remove website content and educational materials as appropriate.

We do not guarantee that the website will always be available, uninterrupted or free from technical errors.

9. Third-Party Links and Recommendations

Our website and educational materials may contain links to third-party websites, products, services or educational resources.

These links are provided for convenience or informational purposes.

TR Nutrition is not responsible for the accuracy, availability, safety, privacy practices or content of independent third-party websites or services.

Any material commercial relationship, sponsorship or affiliate arrangement associated with a recommendation will be disclosed where required.

10. Acceptable Use

By using this website, you agree not to:

- Use the website for unlawful or fraudulent purposes.
- Attempt to gain unauthorized access to private information or systems.
- Interfere with website functionality or security.
- Misrepresent your affiliation with TR Nutrition.
- Use proprietary materials for unauthorized commercial purposes.
- Engage in abusive, threatening or harassing conduct through our platforms or communities.

TR Nutrition reserves the right to restrict access to its services or online communities in response to inappropriate or unlawful conduct, subject to applicable law and client agreements.

11. Limitation of Liability

To the extent permitted by applicable law, TR Nutrition shall not be liable for indirect, incidental or consequential losses arising from the use of this website or reliance on its general educational content.

Visitors are responsible for determining whether general nutrition and lifestyle information is appropriate for their individual circumstances and for seeking qualified professional advice where necessary.

Nothing in these Terms and Conditions is intended to exclude or limit liability, professional obligations or consumer rights that cannot lawfully be excluded or limited.

12. Governing Law

These Terms and Conditions are governed by the applicable laws of the Province of Ontario and the federal laws of Canada.

Nothing in these terms is intended to override mandatory consumer protection, privacy or other legal rights that apply in your jurisdiction.

13. Changes to This Policy and Terms

TR Nutrition reserves the right to update this Privacy Policy and these Terms and Conditions to reflect changes in business operations, technology, legal requirements or service offerings.

The effective date will be updated when changes are made. Where required, individuals will be notified of material changes and additional consent will be obtained.

14. Contact Information

For questions regarding this website, our services, this Privacy Policy or these Terms and Conditions, please contact:

Trina Rys, Registered Holistic Nutritionist | TR Nutrition

Guelph, Ontario, Canada

Email: trina.rys@trnutrition.com

Website: https://trnutrition.com

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