WORKING WITH US

Terms and Conditions

CROSSTALK LAB, LLC · Effective 11 November 2026

These terms apply when you use our website or book any CROSSTALK LAB course, workshop, camp, webinar, mentoring path, writing or statistics service, consultation, Young Scholars programme, opportunities support or institutional service. By booking or using a service, you agree to them. Please read them with our **Cancellation and Refund Policy**, **Customer Guarantee** and **Privacy Policy**.

1. Who we are

CROSSTALK LAB, LLC ("CROSSTALK LAB", "we", "us") is a scientific and business advisory network based at the Digital Incubation Center, Ministry of Communications and Information Technology, Al Dafna, Doha, Qatar. CiteWise AI, our verification tool, is provided under its own terms.

2. We mentor; you write and own the work

- We guide, review, train and support. You remain the author of your thesis, article, proposal, application or business plan, and you are responsible for its final content.
- We do not write work for you to submit as your own for assessment, and we do not take part in plagiarism, fabricated or falsified data, or any breach of academic integrity.
- You are responsible for following the rules of your university, journal, funder or employer, including disclosing editing, statistical or AI support where they require it.

3. No guarantee of outcomes

We never promise publication, admission, funding or investment. Those decisions stay with journals, committees, funders and investors. A journal ranking, a probability or a recommendation from us is professional advice, not a guarantee.

4. Quotations, prices and payment

- Prices are in Qatari riyals (QAR). Fixed prices are shown on our website; other services are priced in a written quotation, valid for 30 days.
- Payment is due in full before a course starts or before work begins, unless your quotation sets payment in stages.
- Discount codes: one code per booking, not combined with other offers, no cash value, and valid only until the date we announce.
- We may change our prices, but never for a booking you have already paid for.

5. Delivery times

Turnaround times are estimates. They start when we have your complete files and information, and they may move if materials arrive late or the scope changes. Free document evaluations

are sent within 3 working days.

6. Your responsibilities

- Give us accurate information and respond to our questions in time.
- Share only files and data you have the right to share.
- For research data, hold the ethics approval and participant consent your study needs, and remove names, ID numbers and other identifying details before sending data to us.

7. Confidentiality and NDA

- We keep your manuscripts, data, ideas and business plans confidential and use them only to deliver your service. Our team is bound by the same duty.
- Our non-disclosure agreement (NDA), already signed by CROSSTALK LAB, can be downloaded with every request form.
- We never use your work, name or results in our marketing without your written permission. Testimonials are published only with consent.

8. Intellectual property

- Your work remains yours.
- Our slides, course materials, templates, recordings, the CROSSTALK LAB name and logo, and CiteWise belong to us. You may use course materials for your own learning. You may not record, resell, republish or share them without our written permission.

9. Courses, certificates and CPD

- CROSSTALK LAB is an Official Accredited Provider of the CPD Standards Office (UK), provider no. 22780. CPD hours are stated on each course page.
- To receive a certificate, register with your real name (First Last, Institution), attend at least 75% of the live session time and complete the course evaluation form.
- Certificates are issued electronically. We may record sessions; we tell you at the start, and you may keep your camera off.

10. Online sessions and other providers

Online sessions run on Zoom on Doha time (GMT+3). Forms, payments and email use third-party providers whose own terms apply. You need a stable internet connection; we are not responsible for outages of these services.

11. Participants under 18

Young Scholars and school programmes need the consent of a parent or guardian, who books and accepts these terms on the participant's behalf. Our **Code of Conduct** explains how we work with young participants.

12. Cancellations, refunds and complaints

Cancellations and refunds follow our **Cancellation and Refund Policy** and **Customer Guarantee**. Complaints follow our **Complaint Policy**.

13. Liability

We provide our services with reasonable skill and care. We are not liable for decisions made by third parties (journals, universities, funders, investors) or for indirect losses. Our total liability for any service is limited to the fees you paid for that service. Nothing in these terms limits liability that cannot be limited by law.

14. Our website

Website content is general information, not professional advice for your situation. We may update it at any time. Links to other websites are for convenience; we are not responsible for their content.

15. Changes to these terms

We may update these terms and will post the new version here with its date. A booking is governed by the terms in force when it was made.

16. Governing law

These terms are governed by the laws of the State of Qatar. We will first try to resolve any disagreement through our complaint procedure; if that fails, the courts of Qatar have jurisdiction.

Contact

> **CROSSTALK LAB, LLC**
> 5th Floor, Digital Incubation Center, Ministry of Communications and Information Technology, Al Dafna, Doha, Qatar
> Email: info@crosstalklab.com · Phone: +974 77292920 · crosstalklab.com

WORKING WITH US

Cancellation and Refund Policy

CROSSTALK LAB, LLC · Effective 11 November 2026

This policy explains what happens when you, the participant or client, cancel a booking. If CROSSTALK LAB cancels, our **Customer Guarantee** applies: a full refund or a transfer.

Paid courses, workshops and camps

When you tell us	What you get
7 days or more before the start	Full refund, or a free transfer to another session
5 to 6 days before the start	Free transfer to another session, or a 50% refund
Less than 5 days before, or no-show	No refund. You may send a colleague in your place if you tell us at least 24 hours before the start
After the course has started	No refund

- Refunds are of the amount you actually paid, after any discount code.
- Transfers depend on space in the new session and can be used once.

Free sessions

Afternoon Tea, The Living Room, Reverse Mentoring and free webinars cost nothing, but seats and certificates are limited. If you can't attend, please cancel through your Zoom link so someone else can take your seat.

Consultations and meetings

- Reschedule or cancel free of charge at least 24 hours before your meeting.
- Less than 24 hours' notice, or a no-show, counts as a session used.

Mentoring, writing and statistics services

- **Before work starts:** full refund.
- **After work has started:** we refund the unused part, less the work already done. Work is measured by the stages in your quotation.
- **Fixed-price deliverables** (for example journal selection, study design, data assessment, proofreading) are not refundable once delivered. If one does not match what was described, tell us within 7 days and we will revise it free of charge.
- **Mentoring paths:** you can stop at any time with written notice. Stages already started are payable.

Institutional and customised training

Cancellation terms are set in your quotation or agreement. If none are set: one free reschedule with at least 14 days' notice; cancellations with less than 7 days' notice are charged in full.

How to cancel

Email info@crosstalklab.com with your name, the course or service and your booking reference. Refunds are paid to the original payment method within 14 days. Bank or payment-provider fees charged to us may be deducted.

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WORKING WITH US

Customer Guarantee

CROSSTALK LAB, LLC · Last updated 11 November 2026

Customer Guarantee Policy for Courses and Workshops

At CROSSTALK LAB, we are committed to delivering high-quality courses and workshops that provide valuable skills and knowledge to all participants. Our Customer Guarantee Policy ensures that your experience meets or exceeds your expectations.

1. Satisfaction Guarantee

We strive to ensure all participants benefit from the content and structure of our courses and workshops. If you feel that the course or workshop does not meet your expectations, we encourage you to contact us to discuss your concerns. Our team will work with you to address any issues promptly and effectively.

2. Course or Workshop Transfer

If you are unable to attend a course or workshop due to unforeseen circumstances, we offer the option to transfer your registration to another session, provided space is available. Requests for transfer must be submitted at least 5 days prior to the course start date.

3. Course Cancellation Policy

In the unlikely event that CROSSTALK LAB cancels a course or workshop, we will offer participants the option to:

- Receive a full refund of the registration fee.
- Transfer their enrollment to another course or workshop of equal value.

If you need to cancel your own booking, please see our **Cancellation and Refund Policy**.

4. Quality Assurance

We are committed to maintaining the highest standards of training and learning. Our instructors are experts in their fields, and we continuously gather feedback from participants to improve the course content, delivery, and overall experience.

5. Continuous Support

Even after the course or workshop concludes, we offer ongoing support through post-event consultations or access to additional resources where applicable. Our goal is to ensure you are equipped with the knowledge and skills to succeed.

If you have any questions or concerns regarding our policy, please feel free to reach out to us.

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WORKING WITH US

Complaint Policy

CROSSTALK LAB, LLC · Last updated 11 November 2026

Complaint Policy and Procedures

At CROSSTALK LAB, we are committed to maintaining high standards in all our courses, workshops, and services. We value feedback and aim to address any complaints swiftly and fairly. This policy outlines how complaints are monitored, managed, and resolved.

Monitoring

CROSSTALK LAB actively monitors feedback from participants, including complaints, to ensure continuous improvement. All complaints will be logged and tracked, and the data will be regularly reviewed to identify any patterns or recurring issues. We aim to use this information to enhance our services and ensure a high-quality experience for all participants.

Responsibilities

The primary responsibility for managing complaints lies with the relevant team, course instructor, or workshop facilitator. However, all CROSSTALK LAB staff are accountable for ensuring that complaints are handled professionally and in line with this policy. Senior management will be informed of any serious or unresolved complaints.

Communication

We encourage open communication and transparency when dealing with complaints. Complaints can be submitted through multiple channels, including email or phone. We will ensure that all complaints are acknowledged promptly and that the complainant is kept informed throughout the resolution process.

Equity & Diversity

CROSSTALK LAB is committed to handling complaints fairly and without discrimination. All complaints will be treated with respect, and our processes will be equitable, ensuring that individuals from all backgrounds, regardless of gender, race, religion, disability, or other protected characteristics, receive a fair response.

Procedure

- **Submitting a Complaint:** Complaints can be submitted via email, phone, or in person. Please include as much detail as possible, such as the nature of the complaint, the event or course in question, and any relevant dates.
- **Acknowledgment:** Upon receiving a complaint, we will send an acknowledgment within 3 business days, confirming that your complaint is being reviewed.
- **Investigation:** The relevant team or individual will investigate the complaint. This may involve reviewing course materials, speaking with instructors, or discussing the issue with

the complainant for further clarification.

- **Resolution:** We aim to resolve all complaints within 10 business days of acknowledgment. If more time is required, we will inform the complainant and provide updates on the progress.
- **Outcome:** The complainant will be notified of the outcome and any actions taken to address the issue. If the complainant is not satisfied with the resolution, they may request further review by senior management.

Contact Details

Complaints can be submitted through the following channels:

> **CROSSTALK LAB, LLC**
> 5th Floor, Digital Incubation Center, Ministry of Communications and Information Technology, Al Dafna, Doha, Qatar
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Response

We are committed to responding to all complaints professionally, equitably, and efficiently. Our goal is to resolve issues as quickly as possible, ensuring that the complainant is satisfied with the resolution process and outcome. Should further steps be required, we will guide the complainant through any next actions or escalation procedures.

WORKING WITH US

Code of Conduct

CROSSTALK LAB, LLC · Effective 11 November 2026

This code applies to everyone in our courses, workshops, camps, webinars, Afternoon Tea, The Living Room, Reverse Mentoring, Young Scholars, mentoring and in-person events: participants, mentees, speakers, trainers and the CROSSTALK LAB team.

1. Respect everyone

- Be respectful, patient and inclusive. Disagree with ideas, not people.
- No harassment, bullying, discrimination or offensive language or images, including on grounds of gender, race, religion, nationality, disability or age.
- Don't interrupt others.

2. Online sessions

- Register and join with your real name (First Last, Institution). It is also how we issue certificates.
- Keep the chat and Q&A on topic. Ask questions with "Raise Hand" or the Q&A box.
- No promotional messages, unrelated links or spam.
- Keep your microphone muted unless you are speaking.
- If you registered but can't attend, cancel through your Zoom link to free your seat.

3. Protect other people's privacy

- Don't take screenshots, recordings or clips of sessions or participants without permission.
- Don't share other participants' contact details, research ideas or data discussed in a session.
- What people share in our clinics and in The Living Room stays there.

4. Academic integrity

- Present only your own work. No plagiarism, fabrication or falsification.
- Disclose AI use and other support where your university or journal asks you to.
- Don't ask us to write work for you to submit as your own.

5. Course materials

Slides and materials are for your own learning. Please don't resell or republish them (see our **Terms and Conditions**).

6. Young participants (under 18)

- A parent or guardian gives consent and is kept informed.
- We communicate with young participants through their parent, guardian or school, or in group channels the guardian knows about. Team members do not contact young participants privately on personal social media.

- Any safety concern is reported to the founder straight away.

7. Our commitments to you

Our team treats every participant fairly, keeps your work confidential, gives honest feedback and never promises outcomes we cannot control.

8. Reporting a concern

Tell the trainer during the session, or email info@crosstalklab.com. Reports are handled confidentially, following our **Complaint Policy**.

9. If the code is broken

Depending on how serious it is, we may give a warning, remove someone from the chat or session, withhold a certificate, or decline future bookings. Someone removed for a serious breach is not entitled to a refund.

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YOUR DATA

Privacy Policy

CROSSTALK LAB, LLC · Last updated 11 November 2026

CROSSTALK LAB is sensitive to the privacy issues raised by use of the Internet, and we are committed to protecting your privacy in a manner that will allow you to use our resources with complete confidence and comfort.

Only when voluntarily offered, CROSSTALK LAB collects information that can identify you and uses this information in accordance with its privacy policy. When you sign up for our services CROSSTALK LAB requests personal information, including your name, e-mail address, and other information necessary to provide you with personalized service.

We do not disclose any personal information unless you authorize us to do so, the law requires it, or to protect the rights or property of CROSSTALK LAB. Manuscripts, data, ideas and other materials you send us for a service are kept confidential and used only to deliver that service (see our **Terms and Conditions** and NDA).

We operate under a strict set of privacy principles. CROSSTALK LAB takes care to respect the privacy of its online visitors (guests and/or members). Information that can identify any online visitor is collected only when voluntarily offered by the visitor. At CROSSTALK LAB we continuously strive to improve your experience. To do so, we internally use personally identifiable information to personalize the customer experience and to improve our content and product offering, and site design and layout.

We do not sell or rent any personally identifiable information about you to any third party. We may share non-personal, aggregate information regarding customer demographics, traffic patterns, sales, and site usage with our partners or advertisers. We will never willfully disclose personally identifiable information about our customers to any third party without prior consent.

We do not share personal information provided by site visitors with anyone outside CROSSTALK LAB, except to the extent necessary to allow you to participate in site activities. In particular, we do not rent or sell mailing lists of site visitors to any third party. We will never post your e-mail address or other identifying information you have provided on our site without your consent. We collect non-personal information from online visitors in order to constantly improve our web site.

Information that can identify a visitor (e.g. name or address) is not collected in this process, nor does CROSSTALK LAB require disclosure of such information. Information that can identify a visitor is collected only when the visitor provides it voluntarily.

You are solely responsible for maintaining the secrecy of your passwords and/or account information. Please be careful and responsible whenever you are online.

Any changes in this privacy policy will be promptly disclosed in these pages. Return to check from time to time. For full details of how we process personal data, see our **Data Protection &**

Privacy Policy and **Cookie Policy**.

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YOUR DATA

Data Protection & Privacy Policy

CROSSTALK LAB, LLC · Last updated 11 November 2026

Introduction

CROSSTALK LAB is committed to protecting and respecting your privacy. This Data Protection & Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with us, in compliance with relevant data protection laws and regulations, including Qatar's Law No. 13 of 2016 on Personal Data Privacy Protection.

Important information and who we are

Purpose of this Data Protection and Privacy Policy. This policy outlines how CROSSTALK LAB collects, processes, and protects your personal data, informing you of your privacy rights and how the law protects you.

Who we are. CROSSTALK LAB, LLC is dedicated to providing customized consultations, mentoring, and training in various fields such as life sciences, management, education, and social sciences.

Controller. CROSSTALK LAB is the controller and responsible for your personal data. If you have any questions about this policy or how we use your personal data, please contact us using the details provided at the end of this document.

Changes to the Data Protection and Privacy Policy and your duty to inform us of changes. We may update this policy periodically to reflect changes in our operations or applicable laws. Please ensure you regularly review this policy and inform us of any changes to your personal data.

Third-party links. Our website or communications may include links to third-party websites. CROSSTALK LAB is not responsible for the privacy practices of those websites, and we encourage you to review their privacy policies.

The data we collect about you

We may collect, use, store, and transfer different types of personal data about you, including:

- Identity Data (e.g., name, title, date of birth)
- Contact Data (e.g., email address, phone number)
- Technical Data (e.g., IP address, browser type)
- Usage Data (e.g., how you use our website or services)
- Marketing and Communication Data (e.g., preferences in receiving marketing materials)

If you fail to provide personal data. If you do not provide certain data when requested, we may not be able to provide our services effectively.

Children. If you are under 18, we process your personal data with the consent of your parent or guardian.

How we collect your personal data

We collect personal data through various methods, including:

- Direct interactions (e.g., when you sign up for services)
- Automated technologies (e.g., website cookies)
- Third-party sources (e.g., analytics providers)

How we use your personal data

We will only use your personal data when the law allows us to. Below is a table outlining the purposes for which we use your data:

Purpose/Activity	Type of data	Lawful basis for processing
To register you as a new customer	Identity, Contact	Performance of a contract with you
To process and deliver services to you	Identity, Contact, Technical, Financial	Performance of a contract with you
To manage our relationship with you	Identity, Contact, Marketing, Communications	Legitimate interests (to keep records updated, respond to inquiries)
To administer and protect our business and website	Technical, Usage	Legitimate interests (for network security, fraud prevention)
To deliver relevant content and marketing materials	Identity, Contact, Usage, Marketing	Consent, Legitimate interests (to grow and promote our services)

Marketing

We strive to provide you with relevant content and may send you promotional offers.

Promotional offers from us. You may receive marketing communications if you have requested information from us or have used our services and have not opted out of receiving marketing communications.

Opting out. You can opt out of receiving marketing materials at any time by contacting us or using the "unsubscribe" link in our communications.

Cookies. Our website uses cookies to track usage patterns and improve your experience. You can manage cookie preferences through your browser settings. See our **Cookie Policy**.

Change of purpose. We will only use your personal data for the purposes for which it was collected unless we reasonably consider that we need to use it for another compatible reason. If a change in purpose occurs, we will notify you and explain the legal basis for this.

Disclosures of your personal data

We may share your personal data with:

- **Internal Third Parties:** CROSSTALK LAB team members who require access to provide services.
- **External Third Parties:** Service providers (e.g., IT services, payment processors) and partners that help us fulfill our services.

International transfers

Your personal data may be transferred internationally if our service providers or partners operate outside your country of residence. We will ensure that any such transfers comply with data protection regulations, including adequate safeguards.

Data security

We implement strict security measures to protect your personal data from unauthorized access, alteration, or disclosure. Our procedures ensure that your data is handled securely and in compliance with relevant regulations.

Data retention

How long will we use your personal data? We will retain your personal data only for as long as necessary to fulfill the purposes we collected it for, including satisfying any legal, accounting, or reporting requirements. You can request further details on specific retention periods by contacting us.

Your legal rights

You have the right to:

- Request access to your personal data.
- Request correction of inaccurate data.
- Request deletion of your personal data.
- Object to or restrict processing, or request data portability.
- Withdraw consent at any time where we rely on consent to process your data.

No fee is usually required. You will not have to pay a fee to access your personal data unless the request is excessive.

What we may need from you. We may need to request specific information to help us confirm your identity and ensure your right to access personal data.

Time limit to respond. We aim to respond to all legitimate requests within one month.

Glossary

- **Lawful Basis:** The grounds under which we are legally permitted to process your personal data, such as consent, contract performance, legitimate interest, or legal obligation.
- **Third Parties:** Organizations outside CROSSTALK LAB that provide services or partner with us to help deliver our services.

Contact

For any queries regarding your data rights or this policy, please contact us:

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YOUR DATA

Cookie Policy

CROSSTALK LAB, LLC · Effective 11 November 2026

This policy explains how the CROSSTALK LAB website uses cookies and similar technologies, such as your browser's local storage. Read it with our **Data Protection & Privacy Policy**.

What cookies are

Cookies are small text files that a website saves in your browser. Local storage works in a similar way: it keeps small pieces of information on your own device, so a website can remember them next time.

What our website uses

Type	What it does	Kept for
Strictly necessary	Lets the website load, move between pages and send forms securely. Our hosting provider may set these.	The session, or as set by the provider
Your form details (local storage)	When you send a request form, your browser remembers your name, email, country and status, so you don't type them again.	Until you clear your browser data
Your course ratings (local storage)	Remembers the ratings you gave, so you can see or change them.	Until you clear your browser data

This information stays in your own browser. We don't use it to track you across other websites.

Analytics and advertising

We do not currently use analytics or advertising cookies. If we add them, we will ask for your consent first, as Qatar's Law No. 13 of 2016 on Personal Data Privacy Protection requires.

Other websites

Our pages link to Zoom, Google Forms, Google Maps, LinkedIn, Instagram and CiteWise. When you open them, those websites may set their own cookies under their own policies.

How to control cookies

- You can block or delete cookies, and clear local storage, in your browser settings at any time.
- Blocking strictly necessary cookies may stop parts of the website, such as the request forms, from working.

Changes to this policy

We will post any changes here with a new date.

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