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Web Site Privacy Policy

The Metabolic Weightloss Clinic utilizes reasonable business standards to protect the privacy and security of your personal information. Our web site is intended for adults age 18 and older. It is not intended or designed for people under the age of 18. We do not collect personally identifiable information from any person we actually know to be under the age of 18.

Your Personal Information and Communication to Us

In order to begin our program you must provide your name, address, home and cell phone numbers, e-mail address, occupation, employer name, work contact information, health and surgical history, physicians' names, date of birth, gender, height, current weight, goal weight, BMI, current medications, allergies and lab test results. We do not collect any financial or payment information from you via our web site.

During the course of your program you must send us your weight loss progress via telephone or e-mail on a weekly basis. In addition, you may e-mail or call us with any questions or concerns you may have. The e-mail function on our site is not encrypted and is therefore not completely secure and confidential. This means it is possible that your e-mail communication may be accessed or viewed by another Internet user while it is being sent to us. If you wish to keep your communication private, please do not use our e-mail. If you send us personal information via e-mail, we will assume that we have your permission to respond to you via e-mail unless you tell us otherwise.

The Metabolic Weightloss Clinic gives you the opportunity to receive a free e-mail newsletter. If you sign up for the newsletter, you must provide us with an e-mail address. You may unsubscribe at any time.

Our toll-free customer service line is 888-560-8446 for our Michigan clinic and 866-351-8794 for our Ohio clinic.

What We Do with Your Personal Information

The Metabolic Weightloss Clinic will not sell, share or rent your personal information or provide a list of our customers to third parties. We do not collect and log the IP addresses of visitors to our web site. We do not use cookies to store information on your computer's hard drive when you visit our web site.

We do retain correspondence, including e-mails and faxes, that you send to us in your records. We also retain customer service correspondence and other correspondence from The Metabolic Weightloss Clinic to you. Your personal information is only accessible to Metabolic Weightloss Clinic employees who need to know that information in order to provide products or services to you.

Our web site may contain links to other web sites that are not maintained by The Metabolic Weightloss Clinic. If you click on a link to follow it to another website, you will be leaving The Metabolic Weightloss Clinic web site. The new web site will have its own privacy policies.



Complaint Process

If you have a complaint or problem, or if you believe your privacy rights have been violated, you may e-mail us by clicking the "contact us" link at the bottom of any page. You may also call our customer service centers to report the problem.

Changes to the Privacy Policy

We will occasionally update this privacy policy. You will see the word "updated" followed by the date next to the privacy policy link near the bottom of all pages on the site. If the "updated" date has changed since you last visited, please review the policy to learn how we are protecting your personal information.