HELIOSDX

HeliosDx Terms of Service

HeliosDx Contact Consent Agreement

In accordance with regulations aimed at reducing spam calls and ensuring the legitimacy of service providers, all companies engaging in Application-to-Person (A2P) messaging are required to undergo A2P verification. This process helps mitigate overwhelming levels of spam and ensures that communication channels are used responsibly and ethically. To become compliant with these regulations, companies like HeliosDX Longevity Diagnostics Inc. (“HeliosDx”) must obtain consent agreements, such as this one, from individuals before initiating contact.

Thank you for your interest in HeliosDx. Before proceeding, please carefully read and agree to the following terms and conditions regarding our contact methods.

1. Consent to Contact

By submitting this form, you expressly consent to HeliosDx contacting you via email and/or SMS for purposes related to the proactive health and longevity diagnostic services provided by HeliosDx. This includes but is not limited to responses to your consultation request, information about our longevity programs and diagnostic services (including multi-cancer early detection, cardiovascular imaging and advanced bloodwork), appointment scheduling, test and imaging results communication, service updates, and other relevant healthcare communications.

2. Contact Information

You agree to provide accurate and up-to-date contact information, including your email address and mobile phone number, to facilitate communication with HeliosDx. It is your responsibility to ensure the accuracy of this information. Given the sensitive nature of healthcare communications, maintaining current contact information is essential for receiving important updates about your health assessment and services.

3. Frequency of Communication

HeliosDx respects your time and privacy. We will strive to limit the frequency of our communications to a reasonable extent. However, by consenting to be contacted, you acknowledge that occasional communications may be necessary for the provision of healthcare services, consultation follow-up, appointment reminders, result notifications, or to update you on relevant information regarding our services.

4. Opt-Out Option

You have the right to opt out of receiving promotional communications from HeliosDx at any time. You can do so by following the unsubscribe instructions provided in our emails, replying STOP to text messages, or by contacting us directly to update your preferences. Please note that even if you opt out of promotional communications, you may still receive essential service-related communications regarding your results, appointments, or critical health information.

5. Data Protection and Privacy

HeliosDx is committed to protecting your personal health information in accordance with applicable privacy laws, including PIPEDA (Personal Information Protection and Electronic Documents Act) and applicable provincial privacy and health information legislation, including Alberta's Health Information Act and Personal Information Protection Act. We will not sell, rent, or share your contact details or health information with any third parties for marketing purposes without your explicit consent. Your information will only be shared with healthcare providers, laboratories and imaging facilities as necessary to provide our services. For more information about how we handle your data, please refer to our Privacy Policy.

6. Communication Security

While HeliosDx employs industry-standard security measures to safeguard your information, including encryption and secure data transmission protocols, please be aware that email and SMS communication may not be entirely secure for transmitting sensitive health information. By agreeing to be contacted via these methods, you acknowledge and accept the inherent risks associated with electronic communication. For highly sensitive health information, we may request alternative secure communication methods.

7. Healthcare Disclaimer

Communications from HeliosDx are for informational purposes regarding our proactive health and diagnostic services. They do not constitute medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition. Never disregard professional medical advice or delay seeking it because of information received through our communications.

8. Governing Law

This agreement shall be governed by and construed in accordance with the laws of the Province of Alberta and the federal laws of Canada applicable therein, without regard to its conflict of law provisions.

9. Changes to Terms and Conditions

HeliosDx reserves the right to update or modify these terms and conditions at any time. Any changes will be effective immediately upon posting on our website at heliosdx.ca. It is your responsibility to review this page periodically for updates. Continued use of our services after changes are posted constitutes acceptance of the modified terms.

10. Acceptance of Terms

By submitting the contact form or requesting a consultation, you acknowledge that you have read, understood, and agree to abide by these terms and conditions regarding HeliosDx's contact methods and service communications.

Last Updated: November 26, 2026

Contact Information: For questions about these terms or to update your communication preferences, please contact us at info@heliosdx.ca.