



JULIA BALAZ
QUANTUM SOUL GUIDANCE
GALACTIC ASTROLOGY

QSG PRACTITIONER DIRECTORY REVIEWS POLICY

Effective date: October 1, 2026

This policy explains how reviews and testimonials are submitted, verified, moderated and displayed within the Certified Quantum Soul Guidance Practitioner Directory on GalacticAstroChart.com.

The Reviews feature is intended to help prospective clients learn from the genuine experiences of people who have received services from listed practitioners. It also supports transparency, trust and high professional standards within the QSG practitioner community.

1. Who May Submit a Review

You may submit a review if you have personally received a relevant service from the practitioner whose profile you are reviewing.

Reviews should relate directly to:

- A Quantum Soul Guidance session.
- A Galactic Astrology Soul Reading.
- A follow-up session connected with either of these services.
- Another QSG or Galactic Astrology-related service represented through the practitioner's directory profile.

Reviews concerning unrelated modalities, products or services may not be approved for publication within the QSG Practitioner Directory.

Reviews must reflect the reviewer's own experience. Reviews may not be submitted on behalf of another person.

2. Information Required

When submitting a review, you may be asked to provide:

- Your name.
- Your email address.
- A star rating.
- Your written review.
- Confirmation that you personally received the service being reviewed.

Your email address will not be displayed publicly, added to a marketing list or automatically shared with the practitioner.

It is collected for review verification, identification, moderation, fraud prevention and communication concerning your submission.



3. Verification

We take reasonable steps to determine whether reviews originate from genuine clients.

These steps may include:

- Confirming the reviewer's email address.
- Contacting the reviewer for clarification.
- Asking the practitioner to confirm that a client relationship existed, without requesting confidential details about the session.
- Reviewing available booking or communication records where appropriate.
- Comparing the submission with other available information when fraudulent activity is suspected.

Verification confirms that a service relationship appears to have existed. It does not mean that Galactic Astro Chart independently confirms every opinion or factual statement contained within the review.

Reviews that cannot be reasonably verified may be withheld or removed.

4. Review Moderation

All reviews are assessed by the Galactic Astro Chart admin team before publication.

A review will not be rejected merely because it is critical or expresses dissatisfaction. Respectful and genuine feedback may be published whether it is positive, neutral or negative.

A review may be withheld, edited with the reviewer's agreement, or removed if it:

- Appears to be false, misleading or submitted by someone who did not receive the service.
- Relates primarily to an unrelated service or modality.
- Contains abusive, threatening, discriminatory or harassing language.
- Contains personal attacks rather than feedback about the service.
- Includes confidential session information, private correspondence or personal data that should not be publicly disclosed.
- Identifies or discusses another person without their permission.
- Contains medical, psychological, financial or other highly sensitive information that could create a privacy or safety concern.
- Makes serious allegations that cannot be reasonably assessed or supported.
- Contains advertising, promotional links, spam or unrelated content.
- Was submitted in exchange for payment, gifts, discounts or another undisclosed incentive.



- Infringes copyright or another person's legal rights.
- Breaches this policy or any applicable law.

Where possible, we may contact the reviewer and invite them to revise a submission that contains valuable feedback but cannot be published in its original form.

We will not materially alter the meaning of a review without the reviewer's agreement.

5. Existing Client Testimonials

Practitioners may request to add genuine testimonials that clients have previously shared on their websites, social media pages, emails or other materials.

An existing testimonial may be considered for publication when:

- It was written by a genuine client.
- It relates to a QSG or Galactic Astrology-related service.
- The client has given permission for it to be republished on the practitioner's directory profile.
- The original wording has not been materially changed.
- The practitioner supplies the original source and any information reasonably required for verification.
- The client confirms the testimonial directly if requested.

An imported testimonial may be labelled "***Submitted by the practitioner with client permission***" or "***Imported testimonial***" so that visitors can distinguish it from a review submitted directly through the directory.

An imported testimonial will not contribute to the practitioner's average star rating unless the client personally confirms and selects the rating.

Practitioners must not write testimonials on behalf of clients, invent client identities or submit reviews through another person's email address.

6. Practitioner Involvement

Practitioners do not approve, reject, edit or delete reviews submitted about their own services.

This separation helps preserve the independence and credibility of the review process.

A practitioner may:

- Receive notification that a review has been published.
- Submit a professional public response, where this function is available.
- Report a review that they believe breaches this policy.
- Provide relevant information privately to the admin team when verification is required.
- Request the correction of demonstrably inaccurate information.
- Request that confidential or identifying information be removed.

Disagreement with a reviewer's opinion is not, by itself, grounds for removing a review.



Practitioners must not disclose confidential client information when responding publicly. If a response requires discussion of private session details, the matter should be addressed privately through the admin team.

The Galactic Astro Chart admin team retains final responsibility for moderation decisions.

7. Practitioner Responses

Where public responses are available, practitioners are encouraged to respond calmly, professionally and respectfully.

A response may be withheld or removed if it:

- Reveals confidential information.
- Attacks, pressures or intimidates the reviewer.
- Attempts to publicly identify an anonymous reviewer.
- Contains promotional or unrelated material.
- Breaches the QSG Code of Ethics or this policy.

A thoughtful response can help prospective clients understand how a practitioner receives feedback and approaches client care.

8. Reviewer Contact and Privacy

Reviewer email addresses are visible only to authorised administrators and will not automatically be shared with practitioners.

A reviewer may be offered an optional checkbox stating:

I consent to the practitioner contacting me regarding this review.

If the reviewer does not provide this consent, any necessary communication between the reviewer and practitioner should be facilitated through the admin team.

Review information will be handled in accordance with our Privacy Policy and applicable data-protection law. Personal information will be retained only for as long as reasonably necessary for verification, moderation, fraud prevention, dispute management and compliance purposes.

Reviewers may contact us to request access to, correction of or deletion of their personal information, subject to any lawful grounds for retaining relevant records.

9. Editing or Withdrawing a Review

A reviewer may ask to:

- Correct an error.
- Update their review following further communication with the practitioner.
- Change their display name.
- Remove unnecessary personal information.
- Withdraw their review.

Requests will be assessed and processed within a reasonable period.

We may retain a limited internal record of a removed review where reasonably necessary to prevent fraud, document a dispute or meet legal obligations. Any retained information will not remain publicly visible unless there is a lawful reason for publication.



10. Review Visibility

The Reviews feature forms part of the QSG Practitioner Directory and cannot ordinarily be hidden, edited or disabled by individual practitioners.

Allowing practitioners to remove the section after receiving critical feedback would reduce the transparency and reliability of the directory.

The admin team may temporarily suspend new review submissions or hide review content in exceptional circumstances, including:

- Suspected fraudulent or coordinated submissions.
- Harassment or misuse of the feature.
- A privacy, safeguarding or legal concern.
- A technical problem.
- An active investigation into a disputed review.

Where only new submissions are paused, previously approved reviews will ordinarily remain visible.

11. Incentives and Review Requests

Practitioners may invite genuine clients to leave an honest review and may share their direct practitioner-profile link for this purpose.

Practitioners must not:

- Require a positive review.
- Suggest the wording or star rating a client should use.
- Offer payment, gifts, discounts or preferential treatment in exchange for a positive review.
- Pressure a client to submit, change or remove a review.
- Ask only clients expected to provide positive feedback while deliberately excluding others as part of a misleading review strategy.
- Submit a review using the client's identity or email address.

If any incentive is ever permitted for requesting feedback, it must not depend upon the review being positive and must be clearly disclosed. Unless specifically authorised by Galactic Astro Chart, incentivised reviews will not be accepted.

12. Review Authenticity

We do not knowingly publish false reviews or testimonials.

Anyone who becomes aware of a potentially fraudulent review may report it to the admin team. We may request supporting information from the reviewer or practitioner before deciding whether the review should remain visible.

Repeated attempts to submit fabricated, misleading or manipulated reviews may result in restrictions on review submissions, practitioner-directory access or other appropriate action.

13. Opinions and Outcomes

Reviews represent the personal experiences and opinions of individual clients. They do not necessarily represent the views of Julia Balaz, Galactic Astrology LLC, Galactic Astro Chart or the QSG practitioner community.

Individual experiences vary. The publication of a positive review does not guarantee that another client will receive the same experience or outcome.



JULIA BALAZ

**QUANTUM SOUL GUIDANCE
GALACTIC ASTROLOGY**

Approval of a review does not constitute an endorsement by Galactic Astrology Company of every statement contained within it.

14. Changes to This Policy

We may update this policy as the Reviews feature develops or when changes are required for operational, ethical, privacy or legal reasons.

The effective date displayed at the beginning of the policy will be updated whenever material revisions are made.

15. Questions or Concerns

For questions about a review, requests for correction or removal, privacy concerns, or reports of suspected misuse, please contact:

Galactic Astro Chart Support

support@galacticaastrochart.com

Please include the practitioner's name, the review concerned and a brief explanation of your request.