

PRIVACY POLICY

INTRODUCTION

This policy is intended to help you understand what data we (PsychX Limited) collect, how we use it, and your rights related to it. Please read this policy carefully so that you understand your rights in relation to personal data, and how we will process that personal data. We appreciate you trusting us with your information and that is why we would like to offer you comprehensive transparency with regard to the processing of your personal data and the storage of information on your end device or access to information in accordance to the Data Protection Act, 2019 (DPA) in Kenya and the General Data Protection Regulation (GDPR) globally.

For purposes of this policy and unless otherwise specified, “data” includes data that is linked to one person or household including things like name, email address, phone numbers, device ID, Third-Party identifiers, contact information, communications with therapists using our digital communication platform (the “Platform”) to provide services (“therapists”), and IP address. Some jurisdictions might consider this to be “personal data,” “personally identifiable information,” or “sensitive personal data” in certain circumstances. When you use and access our website, you accept and agree to both the Terms and Conditions and this Privacy Policy, including that we’ll share certain data with service providers.

WHO IT APPLIES TO.

This policy applies to any visitors to the public portions of our [website](#), users of the paid portions of our Platform, and independent contractor therapists who are using the Platform to deliver therapy services.

Security of Your Personal Data

In accordance with the legal requirements and taking into account the state of the art, the implementation costs and the type, scope, circumstances and purposes of the processing as well as the different probabilities of occurrence and the extent of the threat to your rights and freedoms, we take appropriate technical and organisational measures, to ensure a level of protection appropriate to the risk. The measures include, in particular, ensuring that your data is stored and processed confidentially, with integrity and is available at all times.

The measures include, in particular, securing the confidentiality, integrity and availability of data by controlling physical access to the data, as well as access, input, transfer, securing availability and their separation. Furthermore, we have set up procedures that ensure the exercise of data subject rights, deletion of data and reaction to data threats. We have set up procedures that ensure the exercise of data subject rights, the deletion of data and reactions in the event of a threat to your data. In addition, we already take the protection of personal data into account when

developing our software and using procedures that correspond to the principle of data protection through technology design and data protection-friendly default settings.

We will do our part to protect your information, but it is important for you to protect your information as well. In addition, we do not control the actions of anyone with whom you or any other PsychX user may choose to share information. As such, you should be cautious about the access you provide to others when using PsychX, and the information you choose to share when using the PsychX website.

Children's Privacy

PsychX may collect information and may provide services to minors ages 13 – 18 years with the written authorization of a parent or guardian. If you are a parent or guardian and you are aware that your child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from anyone under the age of 13 without verification of parental consent, we take steps to remove that information from our servers.

If we need to rely on consent as a legal basis for processing your information, your country requires consent from a parent, we may require your parent's consent before we collect and use that information.

Using PsychX Anonymously

When you sign up for an account on PsychX, we do not ask you for your full name. You may pick any name or “nickname” which will identify you in the system. You will need to provide an email address so that we can verify you, keep your account secure and so that we can communicate with you. You can choose an email that does not include your name, but you should be aware that in some jurisdictions emails may be “personal data,” “personally identifiable information” or “sensitive personal data” in certain circumstances.

When you decide to start the therapy process, we'll ask you for your contact information for emergency situations. Your therapist may request additional specific information about you as required by their licensing board guidelines. We do not sell, trade or transfer information to other people that can be used to identify you, unless we provide you with advance notice.

Even though we try to limit the kinds of information you must provide to us as discussed above, it is very difficult to be completely “anonymous” when you use any app or the internet.

Who can see the interactions I have with my therapist?

You and your therapist are able to see the messages you send, any worksheets you submit or any journal entries you submit.

If you consent, a licensed therapist who is employed by PsychX Limited may review correspondence with your therapist for quality assurance purposes. For example, if you raise a concern about your therapist, or we have concerns about a specific therapist's professionalism.

In addition, our internal Legal or Trust and Safety teams may review correspondence for specific accounts if we have a reason to believe that there is a security, legal, fraud or abuse issue occurring on that specific account.

Messages with your therapist are not shared with any Third Party, and your live sessions are not recorded. We also do not share when you send a message, or have a session with your therapist, with any Third Party.

Disclosure of Your Personal Data

Payments

We use third-party services for payment processing (e.g. payment processors). We will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy. These payment processors adhere to the payment standards and requirements that help ensure the secure handling of payment information. The payment processors we work with is [JamboPay](#)

Law enforcement

Under certain circumstances, the Company may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency):

- I. In rare instances, when it is a medical emergency, we may use your data to protect your or another's vital interests if consent is not a reasonable option.
- II. When you have consented to the use of your data, for example for marketing purposes or through the use of cookies and web beacons.
- III. Where consent is the legal basis, you have the right to withdraw your consent at any time.
- IV. When it is needed for the provision of the Platform. In particular, for product development and internal analytics purposes, and otherwise to improve the safety, security, and performance of the Platform.

As necessary to protect the vital interests of an individual, we may use other companies, such as Amazon, to store your data.

All information you provide to us is stored on secured servers. Data that can be used to identify you such as your email address or phone number is encrypted both in storage and in transit.

Personal data is never shared with other users or 3rd parties without your consent. Only members of our safeguarding team and service providers can access your personal data. Any request to access this data will be logged by the system.

Data Retention

Data collected via the web app is stored until you ask us to delete it or it becomes clear that you will not be accessing the platform again. Personal data collected via other means such as social media will be stored only for as long as it is still needed. We will delete any personal data that you no longer wish us to hold except where we need to retain information for legal reasons or in the public interest (this is very rare).

Updating our privacy policy

We will occasionally update this Privacy Policy to reflect changes in our practices and services. When we post changes to this Privacy Policy, we will revise the "Last Updated" date at the top of this Privacy Policy and the revised Privacy Policy will come into effect on the date it was posted to our site or our app or as otherwise notified by us.

Last Updated: March 2023