

We, at InnerHealing appreciate the trust and information entrusted upon us by you, and seek to protect such information to the best extent possible, and only use the information in a manner provided in this privacy policy (“**Privacy Policy**”). At InnerHealing, we are dedicated to maintaining the privacy and integrity of your Personal Information.

Consent

By using the platform, providing us your Personal Information or by making use of the features provided by the platform or by making a payment to InnerHealing, you hereby provide your consent to the collection, storage, processing, disclosure and transfer of your personal information in accordance with the provisions of this Privacy Policy.

You acknowledge that you are providing your Personal Information out of your free will, either directly to InnerHealing or through a third-party or your organization. You will also have an option to withdraw your consent at any point, provided such withdrawal of consent is intimated to us in writing to support@InnerHealing.in. Notwithstanding this, if you are accessing our platform through a third-party or your organization, you will have an option to withdraw your consent at any point, provided you explicitly inform the third party or your organization about such withdrawal of consent in writing, who would then inform us to take the appropriate action.

If you do not provide us with your Personal Information or if you withdraw the consent at any point in time, we shall have the option to not fulfill the purposes for which the said Personal Information was sought and we may restrict your use of the platform.

Personal Information

To enable you to engage with our services, we will use personal information about yourself - provided directly to us or to a third party or your organization - to contact or identify you, such as your name, phone number, emergency contact number, gender, occupation, hometown, personal interests, your email address, reason(s) for cancelling

an appointment with a healthcare professional, medical history and any other information that the Wellness Professional might require from you. We also collect information you provide from responses, assessments or the feedback you send to us. If you communicate with us by email or phone, any information provided in such communication may be collected as personal information (“Personal Information”).

The main reason we collect this Personal Information is to provide you a smooth, efficient and customized experience.

We may use your Personal Information to:

- Identify and reach you;
- Resolve service and billing problems via telephone or email;
- Assist you in scheduling appointments, remind you of upcoming or follow-up appointments, as well as cancelled appointments;
- Provide you with further information, products and services and newsletters;
- Better understand users’ needs and interests;
- Personalize your experience;
- Run statistical research (such research will only use your information in an anonymous way and cannot be linked back to you);
- Detect and protect us against error, fraud, and other criminal activity;
- Make disclosures as may be required under applicable law;
- Improve our platform in order to better serve you;
- Allow us to better service you in responding to your customer service requests;
- Administer a contest, promotion, survey or other site feature;
- Quickly process your transactions.

Your information is used by the Wellness Professionals to make better assessments about your condition and hence to provide you with most suitable counseling service. Your Personal Information is held safe by the Wellness Professional working with you

and not shared with other Professionals. However, there may be certain occasions when the Wellness Professionals collaborate to arrive at better diagnosis and tailor the counseling sessions. In such cases, only minimal information as required (about your condition/difficulty and not your name and other contact information) is shared with others.

Updating Personal Information

If your Personal Information changes, or if you need to update or correct your Personal Information or have any grievance with respect to the processing or use of your Personal Information, for any reason, you may send updates and corrections to us at support@InnerHealing.in and we will take all reasonable efforts to incorporate the changes within a reasonable period of time. If you provide your Personal Information to a third-party platform from which you are using our services, InnerHealing will not be able to make any changes to the same and you will have to contact the third-party platform in order to update your Personal Information.

Some Personal Information, such as your answers to online assessments, cannot be updated or deleted once submitted. If you would like us to remove your records from our system, please contact us at support@InnerHealing.in and we will attempt to accommodate your request if we do not have any legal obligation to retain such information.

Please note that we are required to retain certain information - by law or in keeping with professional standards - for record maintaining purposes (including but not limited to payment history, feedback, etc.), and there may also be residual information that will remain within our databases and other records, which, irrespective of any efforts by us to delete information, will not be removed from them.

Cookies

We also use “cookies” to collect information and smoothen your experience on our platform. A cookie is a small data file that we transfer to your device’s hard disk for record-keeping purposes. We use cookies for two purposes. First, we may utilize persistent cookies to save your user credentials for future logins to the services. Second, we may utilize session ID cookies to enable certain features of the services, to better understand how you interact with the services and to monitor aggregate usage by users of the services and online traffic routing on the services. Unlike persistent cookies, session cookies are deleted from your computer when you log off from the services and then close your browser. We may work with third parties that place or read cookies on your browser to improve your user experience. In such cases, by using the third party services through our platform, you consent to their Privacy Policy and terms of use and agree not to hold InnerHealing liable for any issues arising from such use.

You can instruct your browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie from the websites you visit. If you do not accept cookies, however, you may not be able to use all features or functionalities of the platform.

Log Data

When you visit the platform, our servers automatically record information that your browser sends (“Log Data”). This Log Data may include information such as your computer’s Internet Protocol (“IP”) address, browser type, or the webpage you were visiting before you came to our services, pages of our platform and services that you visit, the time spent on those pages, information you search for on our services, access times and dates, and other statistics. We use this information to analyze trends, administer the site, track your movement, gather broad demographic information for aggregate use, increase user-friendliness and tailor our services to better suit your needs.

Confidentiality

InnerHealing therapists maintain the confidentiality of information disclosed during personal consultation. Any information shared with InnerHealing is confidential and not shared with anyone, including your organization. However, there are certain exceptions where confidentiality may be breached. The case where confidentiality will be breached is if:

- the expert perceives there to be a serious and/or significant and/or imminent risk of harm to the health or safety of a person or the public or self;
- disclosure is required by law;
- you file a private healthcare claim and the insurer requires information.

Except for the reasons outlined above, the Personal Information shared on InnerHealing will only be shared with others after permission has been granted by you orally or by way of email.

The User agrees to indemnify InnerHealing for any breach in confidentiality of the User's Personal Information. If the User accesses InnerHealing through a third-party platform the User indemnifies InnerHealing against any data breaches that occur due to any acts of omission from the third-party platform.

Third Party Disclosure

InnerHealing does not sell or trade your Personal Information to third parties unless we provide you with advance notice. This however does not apply to any storage or transfer to and from website hosting partners and other parties who assist us in operating our platform, conducting our business, analyzing your data, or servicing you, as long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

Security

We employ administrative, physical, and technical measures designed to safeguard and protect information under our control from unauthorized access, use, and disclosure. When we collect, maintain, access, use, or disclose your Personal Information, we will do so using systems and processes consistent with industry standards in information privacy and security. None of the calls or online video sessions is recorded. In keeping with professional standards, Wellness Professionals might be required to maintain records of both online and offline sessions.

In spite of the security measures undertaken by us, we strongly discourage you from posting your Personal Information in forums, comments or any other publicly accessible places on our platform. InnerHealing shall not be held responsible for use or misuse of any information pertaining to or shared by the User with relation to its services. The User will not hold InnerHealing accountable for any issue related to data storage and/or security.

It is your responsibility to ensure the privacy and security of your email account and phone messages so they cannot be accessed by third-party. InnerHealing will use one or both of these channels to communicate with you regarding a range of information related to your psychological wellness. InnerHealing shall not be liable for any breach in confidentiality, should your email or text messages be accessed by a third-party, with or without your consent.

Links

The platform may contain links to other third party sites. The third party sites are not necessarily under the control of InnerHealing. Please note that InnerHealing is not responsible for the privacy practices of such third party sites. InnerHealing encourages you to be aware when you leave the websites and to read the privacy policies of each and every third party site that collects Personal Information. If you decide to access any of the third-party sites linked to the platform, you do this entirely at your own risk. Any

links to any partner websites is the responsibility of the linking party, and InnerHealing shall not be responsible for notification of any change in name or location of any information on the websites. InnerHealing is not responsible for the use of any Personal Information that you voluntarily disclose through a forum or through the website or other services.

Changes To Policy

InnerHealing reserves the right to change or remove any part of the Privacy Policy without notice or liability to you or any third party. In the event there are significant changes in the way we treat your Personal Information, or in the Privacy Policy, we may take reasonable effort, but are in no way obligated, to display a notice on the platform or send you an email, so that you may review the changed terms prior to continuing to use the platform. As always, if you object to any of the changes to our terms, and you no longer wish to use the platform, you can contact InnerHealing to discontinue using our platform and deactivate your account if you are registered with us directly. If you are signed up on our platform using a third-party platform or are accessing our services through your employer, then in order to deactivate your account or no longer use our services, you will have to contact the third party platform or your employer.

Unless stated otherwise, our current Privacy Policy applies to all information that InnerHealing has about you and your account. Using the services on the platform or accessing the platform after a notice of change has been sent to you or published on our platform shall constitute your consent to the changed terms.

Jurisdiction

Any and all disputes arising between the user and InnerHealing with regards to this Policy, including the interpretation of the terms of this Policy shall be subject to the exclusive jurisdiction of the courts at Panchkula, Haryana, India.

Contact Information

Registered Address: 607 / 93, Sector 20, Panchkula, Haryana – 134116

E-mail: support@InnerHealing.in