

JOY HELPS Terms of Service - Joy Research Inc.

Effective Date: September 23,

Current Version: 3.0

Welcome to JOY HELPS, the mobile and online service of Joy Research Inc. (hereinafter referred to as "JOY HELPS", or "We", or "Us" or "Our"). This Terms of Service applies to all visitors, data subject, and others who access the Service ("User(s)" or "You/r") including persons buying for teams ("Subscribers"). This document is a legally binding agreement between You and JOY Research Inc., a private U.S. Delaware corporation based at 8 The Green - Suite B, Dover, Delaware, 19901. The domain name joyhelps.com, joyhelps.me and all associated subdomains (hereinafter referred to as "Website") and JOY HELPS mobile application, web-based and online applications ("Mobile Software" or "JOY HELPS App") is owned and managed by Joy Research, Inc..

You may use our Apps to access one or more of our services and offerings (collectively the "Service(s)" or "JOY HELPS Service").

1. JOY HELPS (chat service provided directly to those 18 years of age or 14 years of age to 18 years with parental approval).
2. JOY HELPS + (chat service in addition to a third party therapy service provider). Both the chat service and third party therapy service provider are available to those 18 years of age or older or 14 years of age to 18 years of age with parental approval.
3. JOY HELPS U (chat service provided directly to those 18 years of age or 14 years of age to 18 years with parental approval) through institutions such as high schools, universities or other institutions or organizations.
4. JOY HELPS U+ (chat service in addition to a third party therapy service provider) through institutions such as universities and high schools.. Both the chat service and third party therapy service provider are available to those 18 years of age or older or 14 years of age to 18 years of age with parental approval.
5. Services purchased from our website and web pages.
6. Any other JOY HELPS related services

We may also provide these and additional services on behalf of Individuals, Your Institution (“Institutional Services”). An Institution could be an academic institution, military organization, public, private institution or other organization. Institutional Services may involve processing information on behalf of the Institution. Where applicable, you must agree to the Terms of Services and Privacy Policies of both Joy Research Inc. and your Institution in order to proceed with using the Institutional Service.

By accessing or using the JOY HELPS App and Service, You signify that You have read, understood, and agree to be bound by this terms of service and to the collection and use of Your Information as set forth in the Privacy Policy and terms of any other policies of Joy Research Inc. as may be applicable to You whether or not You are a registered User of Our Service. These Terms of service, Privacy Policy and Cookie Policy and any other terms and conditions as may be applicable shall hereinafter collectively be referred to as “Agreement” or “Contract”. For further Information regarding the use of Your data by Joy Research Inc., please read Our Privacy Policy.

Important Notice to Users:

1. **Age:** If you are an individual that is less than 18 years of age, please read through the Joy Research Inc. Privacy Policy and the JOY Research Inc. Terms of Service with Your parent or legal guardian or check with Your Institution to understand eligibility before use. JOY HELPS is not to be used by children under 14 years. Joy Research Inc. does not take responsibility for any misrepresentation of age and use.
2. **Suicidal thoughts or planning:** If You are having suicidal thoughts or planning to act on suicidal thoughts, or if You feel that You may be a danger to Yourself or to others, or if You otherwise have any medical or mental health emergency or severe mental health condition, or if You are in a crisis or trauma or abuse, please discontinue use of the Service immediately and contact the local, state or national suicide prevention service in your area.
3. **JOY HELPS AI:** : Your interaction with the JOY HELPS App is with an AI system and not a human. The JOY HELPS App is restricted in the means of response,

and the intended use is for providing evidence-based tools and techniques to manage emotions and encourage mental well-being in a self-help and self-monitoring context. It is not intended for providing diagnosis, treatment or cure of a condition or disease. JOY HELPS cannot and will not offer advice on issues it does not recognize.

4. JOY HELPS + Licensed Professionals: Your interaction with JOY HELPS licensed health professionals who are U.S. based and are licensed to provide behavioral health services within the U.S. JOY HELPS + Professionals are provided by a third party (vendor) to JOY HELPS.

5. JOY HELPS + Interactions: Audio-Video, chat based sessions with JOY HELPS licensed health professionals are available only in select geographies and Apps.

6. JOY HELPS + Access: By using the JOY HELPS professional Services (from a third party), You understand and agree that the professional assigned to work with You will be located remotely and may not be located in Your country or state of residence.

7. JOY HELPS + Advice Exclusions: JOY HELPS Companion and JOY HELPS professional cannot and will not offer medical or clinical advice. In case You mention the need for such advice, they will suggest that You seek advanced (medical) help.

8. Medical Conditions: Please first consult a healthcare professional before using JOY HELPS, if You have any medical conditions including but not limited to Pregnancy, Sleep Apnea, Restless Leg Syndrome (RLS), Seizures or Epilepsy, hallucinations or nightmares, sleep walking, excessive daytime sleepiness, dizziness or tremors. The JOY HELPS App may not be right for You if You are; a child under 14 years, someone with severe mental or physical condition or disorder, a shift worker, someone who regularly keeps changing sleep schedules or someone who sleeps at times that are out of sync with Your body's natural rhythm.

9. Privacy: We take all reasonable care to keep Your conversations private and secure. You can also keep Your conversations private and device secure by following the best practices outlined in the Privacy Policy.

10. User security and privacy: For safety and security reasons, We strongly recommend that You keep Your conversations with JOY HELPS App private. We strongly recommend that You set automatic updates of the JOY HELPS App in the application manager settings of Your mobile device; to get the latest JOY HELPS App-based features and fixes. Always exit the JOY HELPS App version in Your mobile device by using the back button before upgrading to a newer version to prevent loss of ongoing or previous conversations.

11. Secure servers: Your submitted Data will be transferred, stored and processed in Our secure servers hosted by our cloud service providers. You understand and agree that We may transfer, store and process minimal data outside Your region to enable us to provide Our services. These could be to regions where data protection laws may be less stringent than those in Your country. Such data handling will be based on Our Privacy Policy.

12. English language: As of August 31, 2023 JOY HELPS App is available in English.

13. No Third Party Access: The App and its Services cannot and should not be used by a third-party party for usage or Independent Research and Clinical Studies without the explicit permission of Joy Research Inc.

What is a JOY HELPS?

The JOY HELPS App has a virtual AI-based system (aka JOY HELPS, JOY HELPS +, JOY HELPS U, JOY HELPS U+ that You can chat with, including upon Your choice, the ability to subscribe and to message a highly trained and qualified mental health and third party professional (“JOY HELPS professional” or “professional” or “professional”) or for Institution Users, to be able to use an Institutional support mechanism integrated within the JOY HELPS App, and through a conversational interface get access to tools and techniques to manage Your emotional well-being. The JOY HELPS App is available for both iOS and Android mobile systems and as a web browser-based system either on the JOY HELPS’s web application or integrated within an Institution website. Your

Interaction with the JOY HELPS App is with an artificial intelligence system and not a human. The JOY HELPS App is restricted in the means of response, and the intended usage of JOY HELPS App is for providing support via evidence-based tools and techniques to manage emotions and encourage mental well-being, as an early intervention tool in a self-help or self-monitoring context. You make the choice of using the JOY HELPS App, based on Your own estimate of need, and agree that this is only suitable for basic self-help. This is not intended to be a replacement for face-to-face psychotherapy or to provide a diagnosis, prognosis, treatment or cure for a disease/condition/disorder or disability. The JOY HELPS App cannot and will not offer advice on issues it does not recognize. Using the JOY HELPS App, You can track and manage Your mood, and learn context-sensitive evidence-based techniques that can help You feel better. JOY HELPS App and Service is not intended for use in crisis such as abuse or complex or severe mental health conditions that causes for example; ideation of suicide, harm to self and others, or for any medical emergencies. JOY HELPS App and Service cannot and will not offer medical or clinical advice. It can only suggest that the user seeks advanced (medical) help.

Please first consult a healthcare professional before using the App, if You have any of the following conditions- Pregnancy, Sleep Apnea, Restless Leg Syndrome (RLS), Seizures or Epilepsy, hallucinations or nightmares, sleep walking, excessive daytime sleepiness, dizziness or tremors. The App may not be right for You if You are; a child under 13 years, someone with severe mental or physical condition or disorder, a shift worker, someone who regularly keeps changing sleep schedules or someone who sleeps at times that are out of sync with Your body's natural rhythm.

Who can Use the Service?

You may use the Service only if You are a natural/legal person, agree to this Agreement and form a binding contract with Joy Research Inc., and only in compliance with all applicable local, state, national, and international laws, rules and regulations. You may use the App and services if you are 18 or more. If You are between 14 and 18 years of age, please read through this Joy Research Inc. Privacy Policy and the Joy Research Inc. Terms of Service with Your parent or legal guardian, and in such a case the Agreement shall be deemed to be a contract between Joy Research Inc. and Your legal guardian or parent and to the extent permissible under applicable laws, enforceable against You. Kindly inform your parent or legal guardian to provide their consent by writing to us at info@JOY_HELPShelps.me. Anyone under 14 is strictly prohibited from creating an

account and/or using the Service. Joy Research Inc. does not take responsibility for any misrepresentation of age and use.

If your Institution specifies a different age restriction, such as at least 18 and above, as a condition of using this Service, that restriction shall apply rather than the one above.

If You use the JOY HELPS third party professional Service,

- You may be asked to set up an account with a 3rd party audio-video application provider.
- You may be asked to provide your informed consent to use the services.
- You may be asked to provide emergency contact details for your safety purposes.
- You will be asked to provide a Parental or Legal Guardian consent if You reveal Your age to be between 14 and 18 years. You will be required to inform Your parents or legal guardian and have them send Us an email consent to info@JOY helps.me as directed by Your JOY HELPS third party professional, using the same email ID that was used to subscribe to Our Service.
- Without receiving your informed consent or parental or legal guardian consent, We will be unable to offer Our full Services.

Joy Research Inc. reserves the right to refuse access to the Service or terminate Your account if eligibility is not met, at its sole discretion. The Service is not available to any Users previously removed from the Service by Joy Research Inc.

Institution version of JOY HELPS App

Enterprises, Organisation, school, university, trust, service, hospital, clinic, research institution or other public or private organization ("Institution(s)") may introduce the JOY HELPS App to their employees, patients and members. These Institutions may also customize JOY HELPS App and add or replace certain JOY HELPS Service(s) or integrate their own Services within the JOY HELPS App ("Institution version of JOY HELPS App") or request JOY HELPS professional Services outside the JOY HELPS App including but not limited to well-being webinars or group sessions. Such employees, patients and members of Institutions are also User(s) of the JOY HELPS App or the Institution version of JOY HELPS App ("Institution User(s)"). In such an event and where applicable, these Institution's terms and these Institution's Privacy Policy shall also apply to Your Use of JOY HELPS App and Services. In the event of any conflict with such additional terms and privacy policy, JOY HELPS's Agreement shall apply. JOY HELPS App may carry links to material or Websites or Web Pages or Services managed by third

parties on which the Institution and Joy Research Inc. may have no control, agreement or affiliation. Please refer to documentation including terms and privacy policy provided by such third parties before accessing such links. The Institution version of JOY HELPS App and its Services can only be accessed by authorized Institution User(s) following installation and access instructions as shared by the Institution or their Service provider.

JOY HELPS License

Subject to this Agreement, You are hereby granted a non-exclusive, limited, non-transferable, freely revocable license to use the JOY HELPS App and Service for Your personal use only and as permitted by the features of the Service. Joy Research Inc. reserves all rights not expressly granted herein in the JOY HELPS App, Service and the JOY HELPS Content (as defined later in this Agreement). Joy Research Inc. has the right to terminate this license at any time for any reason or for no reason.

About JOY HELPS Accounts

Creation of an Account via registration is required.

Your Account will give You access to the Services and functionality that We may establish, modify and maintain from time to time and in our sole discretion.

When creating Your Account, You must provide accurate and complete Information. If You provide any Information that is untrue, inaccurate, not current or incomplete (or becomes untrue, inaccurate, not current or incomplete), or if We have reasonable grounds to suspect that such Information is untrue, inaccurate, not current or incomplete, We have the right to suspend or terminate Your Account and refuse any and all current or future use of the Service (or any portion thereof).

You are solely responsible for the activity that occurs on Your Account, and You must keep Your Account password secure. Whenever You need to set a password, We encourage you to use "strong" passwords (passwords that use a combination of upper-and-lower case letters, numbers and symbols) with Your Account. You must notify Joy Research Inc. immediately of any breach of security, unauthorized access to Your chats or other data, or unauthorized use of Your Account. Joy Research Inc. will not be liable for any losses caused by any unauthorized use of Your Account. We may also suspend or terminate Your Account according to this Terms of Service where we see behavior, content, or other factors that pose a threat to Our App and Services.

You may never use another User's Account.

You may control Your user Account profile and how You interact with the Service by changing the Settings in the Mobile Software. You consent to Our using Your profile to send You Service-related email notices, including any notices required by law, in lieu of communication by postal mail.

About JOY HELPS + service

[This section applies only to the conversations JOY HELPS + (third party providers)]

When You use the JOY HELPS + service provided to You on the JOY HELPS App, the following terms will apply:

1. JOY HELPS+ and JOY HELPS U+ is a Premium Service provided by the JOY HELPS with the + portion delivered by third party providers in addition to JOY HELPS (the chat service)
2. You have chosen to utilize the Services of JOY HELPS + or JOY HELPS U+ and have engaged with the JOY HELPS App by choosing and subscribing to an offered subscription, or plan.
3. Unless required for emergency reasons, avoid sharing Your Personal data (such as full name, date of birth, gender, contact numbers, address, financial identifiers, government-provided identifiers) or Your medical-related data or any other sensitive data (such as Your sexual preferences, religious or political opinions, financial data) when You use the JOY HELPS professional Services;
4. You can access the JOY HELPS + or JOY HELPS U + Service by providing a non-personally identifiable nickname, or User name. You have responsibility for the conduct, postings and transmissions that are made under Your User name;
5. The JOY HELPS + or JOY HELPS U +is provided by highly trained and qualified, third party licensed professionals. By using the JOY HELPS + and JOY HELPS U+ service You understand and agree that the professional assigned to work with You will be located remotely and may not be located in your state of residence. JOY HELPS professionals are licensed in the areas in which they are based. However, please be aware that they may not be licensed to practice in Your state, country or geography;

6. When you subscribe to the JOY HELPS + or JOY HELPS U + you get human-supported emotional well-being services which are not a replacement for treatment-focused therapy. JOY HELPS + and JOY HELPS U+ professionals on various evidence-based psychological and lifestyle coaching techniques to provide empathetic and non-judgmental support to help service users strengthen their self-esteem and work through emotional hurdles and current concerns to reach their goals. The service being offered is thus an enabling and empowering mode of support. If any user is found to need a diagnosis, treatment or any other regulated service, under our protocols, the professionals focus on motivating the user to seek out a locally licensed professional, and to help them problem-solve around barriers to access;
7. The JOY HELPS + and JOY HELPS U+ is a text-based messaging or audio-video based (not available in all regions) professional service. It will apply motivational interviewing and life coaching to help You work towards Your personal well-being goals. The Service will focus on building wellness and emotional resilience. The underlying principle of this Service is that You have the knowledge and capacity to make desired changes in Your life. The authorized professional will support You in finding Your own way, help You tap into Your own strengths and abilities, so that You can identify and use resources around You to fill any gaps;
8. The JOY HELPS + and JOY HELPS U+ Service is a text-based messaging or audio-video based (not available in all regions) professional service. It will use person-centered supportive listening, motivational interviewing and evidence based approaches to help You to take control of Your mental and emotional well-being. JOY HELPS + and JOY HELPS + providers will draw on various evidence-based techniques to provide empathetic and non-judgmental support. The authorized professional will listen to Your worries empathetically, promote positivity and support You in making successful lifestyle changes, so that You can manage Your situation better and build emotional resilience;
9. The JOY HELPS App allows You to connect and have text-message based scheduled sessions or where available, an audio-video based session with a JOY HELPS professional. You understand and agree that the Services offered are solely for the purpose of listening to You, supporting You in achieving Your defined goals and pointing You to the right JOY HELPS App tools;
10. Audio-Video based sessions with JOY HELPS+ and JOY HELPS U + professionals are available only in select geographies and Apps. It may not be available in your region if not mentioned within the app. You may be asked to set up an account with a 3rd party audio-video application provider to use the service;
11. You understand and agree that the JOY HELPS + and JOY HELPS U+ is not a substitute for face to face psychotherapy, and/or does not provide a diagnosis,

prognosis, treatment or a cure for a disease/condition/disorder or disability, and/or does not provide any type of state-regulated mental health services in Your country of residence;

12. The JOY HELPS + and JOY HELPS U+ professionals do not provide any medical, psychiatric, or other professional health care advice. They are not intended to be used to assess health conditions or substitute for professional medical advice, or relied upon for diagnosis or treatment. Use of JOY HELPS+ and JOY HELPS U+ Services does not create or constitute a physician-patient relationship with any JOY HELPS + or JOY HELPS U+ professionals or anyone acting on behalf of JOY HELPS;
13. JOY HELPS+ and JOY HELPS U+ is not a crisis or emergency Service. If at any time You experience an emergency, medical or otherwise, please immediately reach out to the emergency contact in Your local, state or national area of residence;
14. Sessions are scheduled at the mutual convenience of the User and the JOY HELPS + or JOY HELPS + professional.
15. You are responsible to schedule a session with Your assigned JOY HELPS professional;
16. You can cancel or reschedule a scheduled session anytime before 3 hours to the start of the scheduled session. No cancellation or rescheduling will be allowed within 3 hours or after a session begins;
17. Your Audio-Video sessions with a JOY HELPS professional are never recorded and stored. No playback or recording transcript will be available;
18. You agree to not record and store Your Audio-Video Sessions with Your professional either within or from outside of the App;
19. If Your JOY HELPS+ or JOY HELPS U+ professional is not available to take scheduled sessions due to any personal or emergency reasons, JOY HELPS will provide You with an alternate professional. You can always opt to reschedule Your session;
20. It is the intention of Your JOY HELPS+ or JOY HELPS U + professional to provide Services that will assist You in reaching Your goals. Based upon the Information that You provide and the specifics of Your situation, Your JOY HELPS professional will provide recommendations to You. Users, and JOY HELPS+ and JOY HELPS U+ professionals are partners in the supportive process. You have the right to agree or disagree with Your JOY HELPS + or JOY HELPS U+ professional recommendations;
21. You agree to cordial messaging or conversation etiquette with Your third party professional professional and to post messages or converse in accordance with the User Content section within this agreement;

22. The JOY HELPS App serves as a “connector” for You to access online and third party professionals. You agree that You are using the Services in your best judgment, and Joy Research Inc. will not make any representation or warranty as to (a) the accuracy or availability of the JOY HELPS App, (b) the willingness or ability of the third party professional to listen, (c) the willingness or ability of any third party professional to give advice, (d) whether You or anyone else shall find a third party professional Service helpful, useful or satisfactory, (e) whether You or anyone else shall find a third party professional advice relevant, useful, accurate or satisfactory, (f) whether the advice of the third party professional will be relevant to the User’s question, or (g) whether the third party professional advice will otherwise be suitable to Your or anyone else’s needs;
23. Our third party provider provides background checks on professionals and are solely responsible for the third party professionals.
24. You understand and agree that, although a third party professional may have been accessed through the JOY HELPS App, Joy Research Inc. cannot predict or assess the competence of, or appropriateness for Your needs, of the third party professional. You also acknowledge and agree that You take full responsibility for the decision to access a third party professional;
25. The monthly fee for the JOY HELPS professional Service shall be as mentioned on the JOY HELPS App and indicated to You at the time of purchase (“Fees”). JOY HELPS may at its discretion revise the Fees. Any changes to the Fees will be effective only upon your approval through the Mobile Software. JOY HELPS reserves the right to discontinue the JOY HELPS professional Service upon non-payment of Fees by You. Fees are payable through purchase through Google Play and Apple iTunes, or other payment mechanisms as JOY HELPS may introduce in its sole discretion from time to time, prior to the time the Services are rendered;
26. Because JOY HELPS professional Service is not a medical treatment, insurance may not cover the cost as a reimbursement. Some employers or other Institutions may cover some of the cost of the JOY HELPS professional Service either directly or indirectly. It is Your responsibility to pay for the Service and get reimbursed by Your employer if that is the case;
27. Your Subscription will be automatically renewed until Your subscription is canceled. It is solely Your responsibility to cancel, which can be done at any time from Google Play and Apple iTunes;
28. Canceling Your subscription depends on Your payment method. Here are the two ways to cancel:
29. JOY HELPS + and JOY HELPS U+ pricing are provided at inception of usage and are subject to change.

30. It is Your responsibility to note the date and time that the subscription will expire or come up for renewal, and to cancel prior to Your payment being processed. Payments may be subject to applicable currency exchange rates;
 31. Unless required for informed consent and for emergency reasons, the JOY HELPS + or JOY HELPS +professional will not ask You for any Personally Identifiable Information (such as full name, email ID, phone number, address, gender and other identification including sensitive Information such as Your medical information, sexual preferences, religious or political opinions), other than Your nickname to personalize the JOY HELPS+ or JOY HELPS U + professional Service. You also agree to not share any personally identifiable Information including sensitive Information from Your end. Any Information shared by You, shall be treated in accordance with this Terms of Service and Privacy Policy;
 32. The JOY HELPS + and JOY HELPS U+ professional and You mutually recognize that they may hold discussions based on data and information provided by You. The JOY HELPS professional will not voluntarily communicate Your data to a third party. Any use of data disclosed by You to the JOY HELPS+ and JOY HELPS U= professional shall be in accordance with the Privacy Policy;
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Additional Service-related terms

1. The JOY HELPS App may offer in-app promotions from time to time such as free trials, discounts or upgrades to a plan for a limited time period. You understand and agree that such promotions may be available only once and cannot be extended or be transferable across multiple Users, or plans.
2. You have rights and these can be viewed in the Privacy Policy. If You have any questions, inquiries or complaints, please contact Us at info@joyhelps.me JOY HELPS may ask additional information from You to service Your request appropriately. Please note that We may require to verify You before responding to any requests to exercise Your rights;
3. We do not collect any Personally Identifiable Information from You. At the same time, we also use limited anonymized data for research and statistical purposes to improve Our Product and Services and contribute to the development of user-centered best practices for mental well-being globally. Please refer Privacy Policy on how we handle Your data;

4. Joy Research Inc.'s Services depend on various factors such as software, hardware and communications networks, and its processors. Joy Research Inc. does not guarantee that the JOY HELPS App Service will be uninterrupted or that it will be timely, secure or error-free. Joy Research Inc. may hold Service Level Agreements with Your Institution to provide Our JOY HELPS App and Services;
5. All conversations and data obtained during the course of the Service is confidential. You agree and authorize Joy Research Inc. to collect and process Your data in accordance with our Privacy Policy;
6. Joy Research Inc. may disclose your data if Joy Research Inc. reasonably believes that disclosure is necessary in order to comply with a legal process (such as a court order, subpoena, search warrant, etc.) or other legal requirement of any governmental authority or Your personal safety;
7. The JOY HELPS App and Service may provide links to external resources or other content in third-party websites. Joy Research Inc. has no control over any such links, content, web sites, products or services or any Information provided or transmitted via such links, web sites, products or services, or otherwise provided by any such third party. You acknowledge and agree that Joy Research Inc. does not endorse such third-party products, services or advertisements and is not responsible for the availability of such third-party links, content, web sites, products or services and will not be responsible or liable for any content, advertising, products or other materials contained therein or the business practices or privacy practices related thereto. You warrant and agree that Joy Research Inc. will not be responsible or liable, directly or indirectly, for any damage or loss or injury caused or alleged to be caused by or in connection with the use of or reliance on any such link, website, content, product and/or service. Joy Research Inc. encourages You, the User, to, at a minimum, be aware of and to review the terms of service and the privacy practices related to third party sites;
8. You understand that the use of technology is not always secure and You accept the technology risks during use of Your mobile device. You will follow good security practices during digital use including but not limited to setting a PIN to protect access, not sharing this with anyone, and not leaving your phone or chats unlocked for others to see. You understand and agree that safe use is Your responsibility, and Joy Research Inc. will not be responsible in any event arising out of unauthorized access to Your chats or other data;
9. It is agreed between You, Your heirs, agents, assigns, personal representatives and next of kin and Joy Research Inc. and their owners, officers, directors, employees, contractors, members, agents and assigns that any disputes or claims arising out of or relating to the Agreement, or the breach of this Agreement, will be mutually addressed by both the parties towards a resolution.

Any such resolution may occur over the telephone. In the event that the dispute has not been resolved after 60 days then the terms of dispute resolution mentioned in Agreement will be followed by both the parties;

10. You, for Yourself and on behalf of Your heirs, agents, assigns, personal representatives and next of kin, hereby release from liability, indemnify and hold harmless Joy Research Inc., and their owners, officers, directors, employees, contractors, members, agents and assigns (collectively "the Indemnified Parties") from and against any and all claims, losses, causes of action, costs, damages, expenses, injury and liabilities whatsoever, that You, Your heirs, agents, assigns, personal representatives and/or next of kin may have against the Indemnified Parties, which may incur, or which may arise out of or as a result of Your use of the JOY HELPS App and Service and/or reliance upon advice provided therefrom, whether caused by your own actions or inactions, by the negligent act(s) or omission(s) of the indemnified parties, or otherwise, to the fullest extent permitted by law;

Service Rules

You agree not to engage in any of the following prohibited activities:

1. copying, distributing, or disclosing any part of the Service in any medium, including without limitation by any automated or non-automated "scraping";
2. using any automated system, including without limitation "robots," "spiders," "offline readers," etc., to access the Service in a manner that sends more request messages to the Joy Research Inc.'s servers than a human can reasonably produce in the same period of time by using a conventional on-line web browser;
3. transmitting spam, chain letters, or other unsolicited email;
4. attempting to interfere with, compromise the system integrity or security or decipher any transmissions to or from the servers running the Service;
5. taking any action that imposes, or may impose at Our sole discretion an unreasonable or disproportionately large load on our infrastructure;
6. uploading invalid data, viruses, worms, or other software agents through the Service;
7. disclosing, collecting or harvesting any personally identifiable Information, including account names, from the Service;
8. using the Service for any commercial solicitation purposes;

9. impersonating another person or otherwise misrepresenting Your affiliation with a person or entity, conducting fraud, hiding or attempting to hide Your identity;
 10. interfering with the proper working of the Service;
 11. accessing any content on the Service through any technology or means other than those provided or authorized by the Service; or
 12. bypassing the measures We may use to prevent or restrict access to the Service, including without limitation features that prevent or restrict use or copying of any content or enforce limitations on use of the Service or the content therein.
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About User Content

Some areas of the Service may, either now or later, allow Users to post content such as chat content, profile Information, videos, comments, questions, and other content or Information or any such materials a User submits, posts, displays, or otherwise makes available on the Service ("User Content"). We claim no ownership rights over User Content created by You; the User Content You create remains Yours. However, by sharing User Content through the Service, You agree to allow Us, authorized Institutions or other authorized persons (in accordance with your settings and this Agreement) to view, edit, and/or share Your User Content. Joy Research Inc. has the right (but not the obligation) in its sole discretion to remove any User Content that is shared via the Service.

You agree not to post or transmit User Content that:

1. may create a risk of harm, loss, physical or mental injury, emotional distress, death, disability, disfigurement, or physical or mental illness to You, to any other person, or to any animal;
2. may create a risk or any other loss or damage to any person or property;
3. seeks to harm or exploit children by exposing them to inappropriate content, asking for personally identifiable details or otherwise;
4. may constitute or contribute to a crime or tort;
5. contains any Information or content that we deem to be unlawful, harmful, abusive, racially or ethnically offensive, defamatory, infringing, invasive of personal privacy or publicity rights, harassing, humiliating to other people (publicly or otherwise), libelous, threatening, profane, or otherwise objectionable;

6. contains any Information or content that is illegal (including, without limitation, the disclosure of insider Information under securities law or of another party's trade secrets);
7. contains any Information or content that You do not have a right to make available under any law or under contractual or fiduciary relationships;
8. contains any Information or content that You know is not correct and current;
9. violates any school, Institution or other applicable policy, including those related to cheating or ethics;
10. interferes with other Users of the Service including, without limitation, disrupting the normal flow of dialogue in an interactive area of the Service and deleting or revising any content posted by another person or entity;
11. except where expressly permitted, post or transmit charity requests, petitions for signatures, franchise arrangements, distributorship arrangements, sales representative agency arrangements or other business opportunities (including offers of employment or contracting arrangements), club memberships, chain letters or letters relating to pyramid schemes, any advertising or promotional materials, solicit Service letters or certificates, or any other solicitation of other users to use goods or services except in those areas (e.g., a classified bulletin board) that are designated for such purpose.

Copyrights and Intellectual Property Rights

You may not copy, share, or use personal identifying or business contact Information about other Users without their express permission. You agree that any User Content that You post does not and will not violate third-party rights of any kind, including without limitation any Intellectual Property Rights (as defined below) or rights of privacy. Joy Research Inc. reserves the right, but is not obligated, to reject and/or remove any User Content that Joy Research Inc. believes, in its sole discretion, violates these provisions.

For the purposes of this Agreement, "Intellectual Property Rights" means all patent rights, copyright rights, mask work rights, moral rights, rights of publicity, trademark, trade dress and service mark rights, goodwill, trade secret rights and other intellectual property rights as may now exist or hereafter come into existence, and all applications therefore and registrations, renewals and extensions thereof, under the laws of any state, country, territory or other jurisdiction.

In order to honor and protect the Joy Research Inc.'s intellectual properties, You expressly agree not to disclose or communicate any proprietary Information about the JOY HELPS practice, materials, or methods to any third parties. The obligations under this Clause survive the termination of the JOY HELPS Service or Your relationship with JOY HELPS;

In connection with your User Content, You affirm, represent and warrant the following:

- You have the consent of each and every identifiable natural person in the User Content to use such a person's name or likeness, and each such person has released You from any liability that may arise in relation to such use of such User Content.
- Your User Content and Joy Research Inc.'s use thereof as contemplated by this Agreement and the Service will not violate any law or infringe any rights of any third-party, including but not limited to any Intellectual Property Rights and privacy rights. Joy Research Inc. takes no responsibility and assumes no liability for any User Content that You or any other User or third-party posts or sends over the Service. You shall be solely responsible for Your User Content and the consequences of posting or publishing it, and You agree that We are only acting as a passive conduit for Your online distribution and publication of Your User Content. You understand and agree that in spite of Our best efforts You may be exposed to User Content that is inaccurate, objectionable, inappropriate for children, or otherwise unsuited to Your purpose, and You agree that Joy Research Inc. shall not be liable for any damages or injury or losses You allege to incur as a result of User Content.

User Content License Grant

By posting any User Content on the Service, for use in connection with the Service You expressly grant, and You represent and warrant that You have all rights necessary to grant, to Joy Research Inc. a royalty-free, sublicensable, transferable, perpetual, irrevocable, non-exclusive, worldwide license to use, reproduce, modify, publish, list Information regarding, edit, translate, distribute, syndicate, publicly perform, publicly display, and make derivative works of all such User Content and Your name, voice, and/or likeness as contained in Your User Content, in whole or in part, and in any form, media or technology, whether now known or hereafter developed subject to the Privacy Policy.

Use of User Content

Joy Research Inc. conducts research on our platform. This research looks at how different activities on Mobile Software impact mental well-being measures. Joy Research Inc. may use User Content and other data collected from the User in accordance with the Agreement for the purpose of this research. Research and outcomes are key to helping Users make real change and progress in their lives, and we are grateful for the support You provide towards this mission by sharing Your data.

About Mobile Software

We make available Mobile Software to access the Service via a mobile device, laptop computer, desktop computer, or tablet computer.. To use the Mobile Software, You must have a mobile device that is compatible with the Mobile Software. Joy Research Inc. does not warrant that the Mobile Software will be compatible with Your mobile device. Joy Research Inc. hereby grants You a non-exclusive, non-transferable, revocable license to use a compiled code copy of the Mobile Software for one JOY HELPS Account owned or leased solely by You, for Your personal use. You may not: (i) modify, disassemble, decompile or reverse engineer the Mobile Software, except to the extent that such restriction is expressly prohibited by law; (ii) rent, lease, loan, resell, sublicense, distribute or otherwise transfer the Mobile Software to any third-party or use the Mobile Software to provide time sharing, conduct independent clinical or research studies without explicit permissions or provide similar services for any third-party; (iii) make any copies of the Mobile Software; (iv) remove, circumvent, disable, damage or otherwise interfere with security-related features of the Mobile Software, features that prevent or restrict use or copying of any content accessible through the Mobile Software, or features that enforce limitations on use of the Mobile Software; or (v) delete the copyright and other proprietary rights notices on the Mobile Software. You acknowledge that Joy Research Inc. may from time-to-time issue upgraded versions of the Mobile Software, and may automatically electronically upgrade the version of the Mobile Software that You are using on Your mobile device. You consent to such automatic upgrading on Your mobile device, and agree that this Agreement will apply to all such upgrades. Any third-party code that may be incorporated in the Mobile Software is covered by the applicable open source or third-party license End User License Agreement, if any, authorizing use of such code. The foregoing license grant is not a sale of the Mobile Software or any copy thereof, and Joy Research Inc. or its third-party partners or suppliers retain all right, title, and interest in the Mobile Software (and any copy thereof). Any attempt by You to transfer any of the rights, duties or obligations

hereunder, except as expressly provided for in this Agreement, is void. Joy Research Inc. reserves all rights not expressly granted under this Agreement.

The Mobile Software originates in the United States, and is subject to U.S. export laws and regulations. The Mobile Software may not be exported or re-exported to other countries. You agree to comply with all U.S. and foreign laws related to use of the Mobile Software and the JOY HELPS Service.

Our Proprietary Rights

Except for Your User Content, the Service and all materials therein or transferred thereby, including, without limitation, software, images, text, graphics, illustrations, logos, patents, trademarks, service marks, copyrights, photographs, audio, videos, music, and User Content belonging to other Users (the "JOY HELPS Content"), and all Intellectual Property Rights related thereto, are the exclusive property of JOY HELPS and its licensors (including other Users who post User Content to the Service). Except as explicitly provided herein, nothing in this Agreement shall be deemed to create a license in or under any such Intellectual Property Rights, and You agree not to sell, license, rent, modify, distribute, copy, reproduce, transmit, publicly display, publicly perform, publish, adapt, edit or create derivative works from any JOY HELPS Content. Use of JOY HELPS Content for any purpose not expressly permitted by this Agreement is strictly prohibited.

You may choose to or We may invite You to submit comments or ideas about the Service, including without limitation about how to improve the Service or Our products ("Ideas"). By submitting any Idea, You agree that Your disclosure is gratuitous, unsolicited and without restriction and will not place Joy Research Inc. under any fiduciary or other obligation, and that We are free to use the Idea without any additional compensation to You, and/or to disclose the Idea on a non-confidential basis or otherwise to anyone. You further acknowledge that, by acceptance of Your submission, Joy Research Inc. does not waive any rights to use similar or related ideas previously known to Joy Research Inc. or developed by its employees, or obtained from sources other than You.

No Professional Advice

If the Service provides any Information (which includes JOY HELPS Content, medical or legal information among others) including recommending tools and techniques (e.g.

Yoga or activity or exercises), such Information is for Informational purposes only and should not be construed as professional advice. No action should be taken based upon any Information contained in the Service. You should seek independent professional advice from a person who is licensed and/or qualified in the applicable area before any use.

About Privacy, Security, Third-Party Links and Monitoring

We deeply care about the privacy of Our Users. You understand that by using the Services You consent to the collection, use and disclosure of Your Personal data and aggregate data as set forth in our Privacy Policy, and to have Your data collected, used, transferred to and processed by Us in accordance with Our Privacy Policy.

We deeply care about the integrity and security of Your Personal data and maintain security measures as required under applicable data protection laws to ensure its authorized use. However, we cannot guarantee that unauthorized third parties will never be able to defeat Our security measures or use Your Personal data for improper purposes. You acknowledge that You provide Your Personal data at your own risk. Refer to our Privacy Policy for how we handle Your data.

The Service may contain links or other content related to third-party websites, advertisers, products and/or services, special offers, or other events or activities offered by third parties that are not owned or controlled by Joy Research Inc. Joy Research Inc. has no control over any such links, content, web sites, products or services or any Information provided or transmitted via such links, web sites, products or services, or otherwise provided by any such third-party. Joy Research Inc. does not endorse or assume any responsibility for any such third-party sites, Information, materials, products, opinions or services and will not be responsible or liable for any content, advertising, products or other materials contained therein or the business practices or privacy practices related thereto. If You access a third-party website or application from the Service, You do so at Your own risk, and You understand that these Terms of Service and Joy Research's Inc. Privacy Policy do not apply to Your use of such sites. You expressly relieve Joy Research Inc. from any and all liability, directly or indirectly, arising from Your use of any third-party website, application, software, service, or content and also for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such link, website, application, software, content, product and/or service. We do not promote third party offers as a part of the App experience.

Your Institution may conduct advertising or marketing of Joy Research Inc. Services. We may place ads online to test take-up of a specific Service or to promote a specific Service using only authorized advertisers and ad managers. Additionally, Your dealings with or participation in promotions of advertisers, if any, found on Our Service, including payment and delivery of goods, and any other terms (such as warranties) are solely between You and such advertisers. You agree that Joy Research Inc. shall not be responsible for any loss or damage or injury of any sort relating to Your dealings with such advertisers. If You disclose Your Information to others, different rules may apply to their use or disclosure of such Information. We do not control the privacy policies of others. We encourage You to ask questions before You disclose Your personal Information to others. Joy Research Inc. encourages You to, at a minimum, be aware when You visit or use a third-party website, application, software or service and to review the terms of service and privacy practices related to such third-party;

Subject to the Agreement, We have the right and liberty to monitor the content on the Website and Mobile Software at all times which shall include Information provided in Your Account or any User Content posted by You. The monitoring of the Website is important to determine the veracity of the Information provided by You and that every User remains in consonance with the terms provided herein. Subject to the Agreement, We shall also have the liberty to remove any objectionable content, including User Content, which is in contravention of the Agreement or share such Information with any governmental authority as per procedures laid down by the law for the time being in force in India. It is hereby clarified that Joy Research has a right to but not an obligation to monitor the content on the Website and the Mobile Software. Accordingly, Joy Research Inc. shall not be liable for any claims, losses, damages costs or expenses that may arise as a consequence of the User Content published by You or any other User on the Website and Mobile Software.

About Payments and Cancellations

[For some institution versions of JOY HELPS App, JOY HELPS App may provide links to support from the institution's behavioral health provider or other provider, in which case their terms and Privacy Policy will apply.]

The JOY HELPS Companion Services are available at a fee to institutions (e.g. universities) or individuals (as available) The User may choose to avail additional services available on the Mobile Software upon payment of a subscription fee. We may modify the subscription fee for all Services subject to payment of certain subscription fees at our sole discretion. The User will be notified of the applicable fee payable for the Services and the Premium Services prior to User's use of the same.

Subscriptions will be automatically renewed until subscription is canceled before the end of the current period. For Apple App Store purchases, the subscription will automatically renew unless auto-renew is turned off at least 24 hours before the end of the current period. You can go to your Apple App Store Account settings to manage your subscription and turn off auto-renew. Your Apple App Store Account will be charged when the purchase is confirmed. It is solely the User's responsibility to cancel, which can be done at any time from Google Play and Apple iTunes. Except for Institutional plans WE DO NOT GENERALLY ACCEPT SUBSCRIPTION CANCELLATIONS VIA EMAIL;

It is the User's responsibility to note the date and time that the subscription will expire or come up for renewal, and to cancel prior to Your payment being processed. Payments may be subject to applicable currency exchange rates.

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To the maximum extent permitted by applicable law, in no event shall Joy Research, Inc., its affiliates, agents, directors, employees, suppliers or licensors be liable for any direct, indirect, punitive, incidental, special, consequential or exemplary damages or injury or losses arising out of or in connection with the Services.

Termination

We may, without prior notice, change the Service; stop providing the Service or features of the Service, to You or to Users generally; or create usage limits for the Service. We may permanently or temporarily terminate or suspend Your access to the Service without notice and liability for any reason, including if in Our sole determination You violate any provision of the Agreement, or for no reason. Upon termination for any reason or no reason, You continue to be bound by the Agreement. You are responsible for all the mobile data usage resulting from the use of the Service. Consult Your mobile operator concerning your plan, data rate charges and limits.

Joy Research, in its sole discretion and for any reason, reserves the right to modify or discontinue or terminate, temporarily or permanently, any Service in or on the JOY HELPS App, with or without notice to User. User agrees that Joy Research Inc. shall not be liable to User or to any third party for any losses or damages or injury that may result to User or any third party from such discontinuation or interruption of Service. However, if Service is temporarily or permanently discontinued by Joy Research Inc., Joy Research Inc. will initiate the refund of Fees paid by the User on a pro-rata basis for the relevant month or any unused portion of the Services. Such refund shall be in accordance with the refund policy and terms and conditions of Google Play or Apple iTunes (whichever applicable). In such an event, You are required to contact Us for such requests. You will need to send an email request with reasons from Your Google or Apple email ID to info@joyhelps.me Joy Helps will address any such request on a case by case basis;

Indemnity and Warranty

Indemnity

[For some institution versions of JOY HELPS App, JOY HELPS App may provide links to support from the institution's EAP service or health provider, in which case their terms and Privacy Policy will apply.]

You agree to defend, indemnify and hold harmless Joy Research, Inc. and its subsidiaries, employees, officers and directors, agents, licensors, managers, and other affiliated companies, and their employees, contractors, agents, officers and directors, from and against any and all claims, damages, injury, obligations, losses, liabilities, costs or debt, and expenses (including but not limited to attorney's fees) arising from: (i) Your use of and access to the Service, including any data or content transmitted or received by You; (ii) Your violation of any term of this Agreement, including without limitation Your breach of any of the representations and warranties; (iii) Your violation of any third-party right, including without limitation any right of privacy or Intellectual Property Rights; (iv) Your violation of any applicable law, rule or regulation; (v) any claim or damages that arise as a result of any of Your User Content or any that is submitted via Your account; or (vi) any other party's access and use of the Service with Your unique username, PIN, password or other appropriate security code.

You are solely responsible for Your interactions with other JOY HELPS Users. We reserve the right, but have no obligation, to monitor disputes between You and other Users. Joy Research Inc. shall have no liability for Your interactions with other Users, or for any User's action or inaction.

Warranty

The service is provided on an "as is" and "as available" basis. Use of the Service is at your own risk. to the maximum extent permitted by applicable law, the Service is provided without warranties of any kind, whether express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, or non-infringement. No advice or information, whether oral or written, obtained by you from Joy Research, Inc. or through the Service will create any warranty not expressly stated herein. Without limiting the foregoing, Joy Research, its subsidiaries, its affiliates, and its licensors do not warrant that the content is accurate, reliable or correct; that the service will meet your requirements; that the service will be available at any particular time or location, uninterrupted or secure; that any defects or errors will be corrected; or that the service is free of viruses or other harmful components. Any content downloaded or otherwise obtained through the use of the service is downloaded at your own risk and you will be solely responsible for any damage to your computer system or mobile device or loss of data that results from such download or your use of the service.

Joy Research does not warrant, endorse, guarantee, or assume responsibility for any product or service advertised or offered by a third-party through the JOY HELPS Service or any hyperlinked website or Service, and Joy Research, Inc. will not be a party to or in any way monitor any transaction between you and third-party providers of products or services.

Limitation of Liability

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To the maximum extent permitted by applicable law, in no event shall JOY HELPS, its affiliates, agents, directors, employees, suppliers or licensors be liable for any direct, indirect, punitive, incidental, special, consequential or exemplary damages, including without limitation damages for loss of profits, goodwill, use, data or other intangible losses, that result from the use of, or inability to use, this Service. Under no

circumstances will Joy Research, Inc. be responsible for any damage, loss or injury resulting from hacking, tampering or other unauthorized access or use of the Service or your Account or the information contained therein. To the maximum extent permitted by applicable law, Joy Research, Inc. assumes no liability or responsibility for any (i) errors, mistakes, or inaccuracies of content; (ii) personal injury or property damage, of any nature whatsoever, resulting from your access to or use of our service; (iii) any unauthorized access to or use of our secure servers and/or any and all personal information stored therein; (iv) any interruption or cessation of transmission to or from the Service; (v) any bugs, viruses, trojan horses, or the like that may be transmitted to or through our service by any third-party; (vi) any errors or omissions in any content or for any loss or damage or injury incurred as a result of the use of any content posted, emailed, transmitted, or otherwise made available through the Service; and/or (vii) User Content or the defamatory, offensive, or illegal conduct of any third-party. If any part of this limitation of liability is found to be invalid or unenforceable for any reason, then the aggregate liability of Joy Research, Inc. (including its affiliates, agents, directors, employees, suppliers, or licensors) under such circumstance for liabilities that otherwise would have been limited, shall not exceed the greater of USD 100 or the total amount of fees paid to Joy Research Inc. by such person for or in connection with the Services in the twelve (12) month period preceding this applicable claim.

This limitation of liability section applies whether the alleged liability is based on contract, tort, negligence, strict liability, or any other basis, even if Joy Research Inc. has been advised of the possibility of such damage. The foregoing limitation of liability shall apply to the fullest extent permitted by law in the applicable jurisdiction.

The Service is controlled and operated from facilities in the United States of America. You understand and agree that, while Services meet all applicable laws in the United States of America, the Service may not meet licensing or other regulatory requirements in other locations. You agree that those who access or use the Service from other jurisdictions will do so at their own volition and are entirely responsible for compliance with all applicable Indian and local laws and regulations, including but not limited to export and import regulations. You may not use the Service if You are a resident of a country embargoed, or are a foreign person or entity blocked or denied, as identified by embargo and sanctions lists maintained by the United Nations or the United States of America. Unless otherwise explicitly stated, all materials found on the Service are solely directed to individuals, companies, or other entities located in the United States of America.

Governing Law and Dispute Resolution

The App is controlled by Joy Research, Inc. from its offices in the United States. You agree that: (i) Access to, or use of, the App and Services and any related information and materials, may be prohibited by law in certain jurisdictions. You are responsible for compliance with all applicable laws of the jurisdiction from which You are accessing the App and Service. We make no representation that the information contained herein is appropriate or available for use in other locations; (ii) The Courts Dover, Delaware shall have the exclusive jurisdiction in respect of any matter, claim or dispute arising out of or in any way relating to this Agreement between the Parties. This Agreement shall be governed by the laws of the United States. You agree to submit to the personal jurisdiction of the courts located in Dover, Delaware for any actions for which we retain the right to seek injunctive or other equitable relief in a court of competent jurisdiction to prevent the actual or threatened infringement, misappropriation or violation of Our copyrights, trademarks, trade secrets, patents, or other intellectual property or proprietary rights. Notwithstanding the foregoing, we reserve the right to bring legal proceedings in any jurisdiction where we believe a breach of this Agreement has originated

Events beyond our reasonable control

We will not be held responsible for any delay or failure to comply with Our obligations under these Agreement if the delay or failure arises from any cause which is beyond Our reasonable control. This condition does not affect your statutory rights.

Assignment

This Agreement, and any rights and licenses granted hereunder, may not be transferred or assigned by You, but may be assigned by Joy Research, Inc. without restriction. Any attempted transfer or assignment in violation hereof shall be null and void.

Notification Procedures and Changes to the Agreement

JOY HELPS may provide notifications, whether such notifications are required by law or are for marketing or other business-related purposes, to You via email notice, written or hard copy notice, or through posting of such notice on Our website, as determined by

Joy Research, Inc. in Our sole discretion. Joy Research, Inc.reserves the right to determine the form and means of providing notifications to Our Users, provided that You may opt out of certain means of notification as described in this Agreement. Joy Research, Inc.is not responsible for any automatic filtering You or Your network provider may apply to email notifications we send to the email address you provide us. JOY Research, Inc. may, in its sole discretion, modify or update this Agreement from time-to-time, and so You should review this page periodically. When We change the Agreement in a material manner, We will update the 'last modified' date at the top of this page. Your continued use of the Service after any such change constitutes Your acceptance of the new terms. If You do not agree to any of these terms or any future terms, do not use or access (or continue to access) the Service.

Entire Agreement/Severability.

This Agreement, together with any amendments, policies and any additional agreements You may enter into with Joy Research in connection with the Service, shall constitute the entire agreement between You and Joy Research concerning the Service. If any provision of this Agreement is deemed invalid by a court of competent jurisdiction, the invalidity of such provision shall not affect the validity of the remaining provisions of this Agreement, which shall remain in full force and effect.

No Waiver.

No waiver of any term of this Agreement shall be deemed a further or continuing waiver of such term or any other term, and Joy Research Inc. failure to assert any right or provision under this Agreement shall not constitute a waiver of such right or provision.

Privacy Policy:

JOY HELPS is committed to safeguarding the privacy of our users ("you" or "your"). This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you access and use our Software as a Service (SaaS) platform and services ("Services").

Please read this Privacy Policy carefully to understand our practices regarding your personal information. By using our Services, you agree to the collection and use of your

personal information as described in this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not use our Services.

Information We Collect

1.1 Personal Information: We may collect various types of personal information from you, including but not limited to:

- Name, email address, and contact information
- User account credentials (username and password)
- Usage data, including IP addresses, browser type, and operating system
- Other information you provide to us voluntarily when using our Services

1.2 Cookies and Tracking Technologies: We may use cookies, web beacons, and other tracking technologies to collect information about your use of our Services. These technologies help us improve your user experience and customize our Services to your preferences.

How We Use Your Information

2.1 Provide and Improve Services: We use the collected information to operate, maintain, and enhance our Services, and to respond to your inquiries and customer support requests.

2.2 Personalization and Analytics: We may use your information to personalize your experience and provide you with tailored content and product recommendations. Additionally, we may use your data for analytics and research purposes to improve our Services.

2.3 Communication: We may use your contact information to send you administrative messages, service updates, and marketing communications (if you have opted-in). You can opt-out of marketing communications at any time.

2.4 Legal Compliance: We may use your information to comply with applicable laws, regulations, or legal processes.

How We Share Your Information

3.1 Third-Party Service Providers: We may share your personal information with trusted third-party service providers who assist us in delivering our Services. These providers are obligated to use your information solely for the purpose of providing the requested services and must adhere to this Privacy Policy.

3.2 Business Transfers: If we are involved in a merger, acquisition, or asset sale, your personal information may be transferred to the acquiring entity as part of the transaction. We will notify you via email and/or a prominent notice on our website of any change in ownership or uses of your personal information.

3.3 Legal Obligations: We may disclose your information if required by law, or in good faith belief that such action is necessary to comply with legal obligations, protect our rights or the rights of others, investigate fraud, protect safety or the user or others or respond to a government request.

Data Security

We implement reasonable technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

Children's Privacy

Our Services are not intended for use by individuals under the age of 18 without parental approval. We do not knowingly collect personal information from children. If you believe that we may have collected information from a child under 18, please contact us at info@joyhelps.me, and we will take appropriate measures to delete the information.

Your Choices and Rights

You have certain rights regarding your personal information, including the right to access, correct, and delete your information. You may also have the right to object to or restrict certain processing activities and withdraw your consent. To exercise these rights, please contact us at info@joyhelps.me

Changes to This Privacy Policy

We reserve the right to update this Privacy Policy from time to time. We will notify you of any significant changes by posting the updated policy on our website or through other communication channels. Please review this Privacy Policy periodically for any changes.

Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us at:

Joy Research, 8 The Green - Suite B, Dover, Delaware, 19901

Who can You contact for additional questions, comments or concerns?

If You have any questions, comments, or concerns about this Agreement or practices, please contact us at info@joyhelps.me.