

"Here For You" Privacy Policy

Last updated: (29th May 2020)

My Safe Space ("we", "us" or "our") has implemented this Privacy Policy to provide users of the **Here For You ("app")** mobile application with information about how we collect, hold and use Personal Information and Health Information you provide to us through the App or if you email one of the contact emails listed on the App. If you wish to make any inquiries regarding this Privacy Policy, you should contact our Privacy Officer in any of the ways specified in paragraph 7.

By providing your Personal Information or Health Information to us through the App, you consent to its use, storage and disclosure in accordance with this Privacy Policy.

We may, from time to time, review and update this Privacy Policy, including to take into account new laws, regulations, practices and technology. All Personal Information and Health Information collected by us through the App will be governed by our most recent Privacy Policy, posted on the App.

1. What information do we collect?
 - a. "Personal Information" is information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable.
 - b. "Health Information" is information or an opinion, whether true or not, and whether recorded in a material form or not, about the physical, mental or psychological health.
 - c. The information that we collect cannot be described as Personal Information since it cannot be used to uniquely identify you by any means known to us.
 - d. The information that we collect may include (but is not limited to) your Date of Birth, Year of Study and Course of Study as well as other preferences you inform us about.
 - e. Health Information collected may include (but is not limited to) information about your Mental Health, as well as your responses to survey questions and other prompts about your Mental Health and your wellbeing. We do not ask for names, mobile numbers, email addresses from you. Hence, all collected information is anonymised.
2. When and why we collect Personal Information and Health Information
 - a. We collect your information to allow us to conduct our organisational functions, to respond to any queries that you submit through the App, and for the specified purposes set out in paragraph 3(a).
 - b. We may collect your Personal Information and Health Information when you:
 - i. visit the App
 - ii. fill in a form or survey on the App;

- iii. contact us by telephone, email, post or in person.
 - c. Where we engage with you multiple times over a short period in relation to the same matter, we may not provide you with a separate notice about privacy each time we engage with you.
3. How is your information used?
- a. We use the information we collect about you for our organisational functions and activities, which may include the following:
 - i. to communicate with you and provide you with information or services you have requested;
 - ii. to ascertain your eligibility to participate in research projects;
 - iii. to conduct research and to report findings related to the research project in an aggregated and in a de-identified form;
 - iv. improve the functionality of the **Here for You** app
 - v. share your information with selected third parties in accordance with paragraph 4 below.
 - b. We may collect and use your information for other purposes not listed above. If we do so, we will make it known to you at the time we collect or use your information.
 - c. We do not otherwise disclose your information without your permission, unless the disclosure is:
 - i. in accordance with this Privacy Policy or any agreement you enter into with us; or
 - ii. In accordance with any pre-existing laws.
 - d. If you choose not to provide your information to us for the purposes set out in this Privacy Policy, we may not be able to undertake certain activities for you such as providing you with requested information or services.
4. To whom we disclose your information
- a. Depending on the nature of your interaction with us, we may disclose your information to our related entities and third parties that provide products and services to us to conduct or to enable the App.
 - b. The App, site builder or software application providers in certain limited circumstances, for example when the App experiences a technical problem or to ensure that it operates in an effective and secure manner, may be able to access anonymised Personal Information or Health information you have provided to us.
5. Accessing and updating your information
- a. Since the nature of information that we store is anonymised, we cannot identify that an individual entry in our records belongs to you. Since the data lacks the ability to uniquely identify you by any means known to us, we cannot edit/update/remove your data.
6. Storage and security of information held by us

- a. We aim to keep your information secure. Any information that is collected via the App, or which is held on our computer systems, is protected by safeguards including password protection.
 - b. If we find that we have no further need for your information, we may remove it from our systems and destroy all record of it.
 - c. Your information may be stored on servers that are located outside the Indian Subcontinent.
7. What to do if you have a question, problem or complaint about our use of your information or this Privacy Policy. If you:
- a. have a query or concern about this Privacy Policy or our information handling processes;
 - b. wish to make a complaint in relation to a breach of your privacy;
 - c. want to obtain more clarity on how we use your data

please contact us on email at mysafespaceindia@gmail.com. We will investigate your queries and complaints within a reasonable period of time of receiving the complaint and will notify you of the outcome of our investigation.