

Privacy Policy

This Privacy Policy

When you use the Platform, we understand that you are entrusting us with your information. This Privacy Policy is intended to help you understand what data we collect and what we do with it.

Information Collection and Use

We collect information to provide you with the best services we can. You may decide what information you would like to provide to us. You may refuse to provide certain information, but without some information, certain services may not be available and our ability to match you with appropriate Providers may be limited, and Providers may not be able to adequately provide services. By deciding to provide the Information you agree to our methods of collections and use, as well to other terms and provisions of this Privacy Policy. The different types of Information we collect and how we intend to use them are detailed below.

Information You Provide to Us. For example, when signing up for the Platform, we require users to provide personal information such as your name, email, phone number, address and credit card information.

Profile Information. When setting up your account, we require users to set up a profile and provide information about their situation and needs. This information can be used to match users with Providers, help Providers understand user's situations and provide the best service they can.

Log Data. We may collect information about your usage of the Platform, such as your IP address, times visited, location, and type of device used.

Session Content. We may collect and monitor session information and content between users and Providers in order to allow the Provider to provide you with services, to supervise, administer and monitor these services, and to allow professional supervision to the Provider by qualified professionals. All communications transmitted through the Platform, may be recorded or monitored for quality assurance and training purposes and become part of your file and records.

Cookies and Similar Technologies. Like most sites, we use "cookies" and similar technology to collect identify your browser or device. We use cookies and similar technology to facilitate the operation of the Platform and your access to it. You may configure your browser to stop accepting cookies or require prompting before accepting cookies. However, such changes may limit or prevent access to the Platform. We are not responsible for cookies or similar technology used by third parties on the Platform.

Information Usage

We use the information identified above to provide, maintain, protect and improve the Platform and to provide users and Providers with the tools to communicate and provide and receive services. We use your personal information for the following purposes:

- to create your profile and account
- to provide you with access through a log in and administrative rights over the account

- to monitor the account and provide you with customer service and alerts when helpful
- for billing related purposes
- to reach out to you if it is believed that you or any other person may be in danger or may be the cause or victim of a criminal act.
- to connect you with a Provider in the appropriate jurisdiction
- to provide the Provider with information needed to match you and to help the Provider and us to understand your needs and wishes.

Information you share

Any information you share publicly may be indexed by public search engines and viewed by the public.

Information we share

We may share information, other than your Personal Information with third parties for any purpose, including but not limited to industry analysis, research, business transactions and public relations.

We may share personal information with government, law enforcement or other third parties if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to: meet any applicable law, regulation, legal process or enforceable governmental request; enforce applicable Terms of Service, including investigation of potential violations; detect, prevent, or otherwise address fraud, security or technical issues; protect against harm to the rights, property or safety of us, any person, our users or the public as required or permitted by law.

Providers may be required to disclose information to law enforcement or other authorities to conform to their professional and legal responsibilities. Please be aware that laws require mental health professionals to disclose information and/or take action in the following cases: (a) reported or suspected abuse of a child or vulnerable adult; (b) serious suicidal potential; (c) threatened harm to another person; (d) court-ordered presentation of treatment.

We may employ third parties to maintain, update, facilitate, or repair the Platform. When necessary, we may need to disclose personal information, but will limit the disclosure to the minimum necessary to perform the tasks.

Data Retention

We retain your personal information. You may access, review, update, amend or delete your personal information. Upon deletion of your account, we may retain an archived copy of your personal information and records as required by law or for record keeping purposes. Some information may be retained in our databases. We are not responsible information held by third parties, previously shared.

Information Security

We work hard to protect your Personal Information from unauthorized access to or unauthorized alteration, disclosure, use, access or destruction. However, like all online communication, confidentiality cannot be guaranteed. Any information provided is at your own risk. If you believe there has been a breach of security, notify us immediately.

Online identity theft, phishing and account hacking are of great concern to us. Be careful when being asked for your account information, log-in credentials, personal information or credit card information in an unsolicited or unsecure environment, such as email or text message.

Changes to the Privacy Policy

We may update the Privacy Policy from time to time. The date of the last revision of this policy is provided below.

Contacting us

If you have any questions or concerns about this Privacy Policy or our privacy-related practices, please contact us by clicking the "Contact us" link at the bottom of any page in our website.

Terms and Conditions

The Privacy Policy is part of our Terms and Conditions which can be found on our website. This Privacy Policy is incorporated by reference into the Terms and Conditions. By using the Platform and agreeing to the terms of the Terms and Conditions you agree to be bound by the terms of this Privacy Policy. If you do not agree to be bound to the Privacy Policy you should stop using the Platform immediately.

*Last Updated: **Dec 19, 2016***