

## Data Protection Policy for Mentalmate

At Mentalmate, we recognise the importance of protecting personal data and ensuring that we comply with data protection laws. We are committed to providing a secure and reliable service to our users and protecting their privacy. This policy sets out how we collect, use, and protect personal data.

### 1. Collecting Personal Data

We may collect personal data from our users in a variety of ways, including:

- When users attend our sessions
- When users provide feedback or participate in surveys
- When users use our services, visit our website or social media pages

The personal data we collect may include:

- Name and contact information
- Date of birth
- Gender
- Location information
- Health information
- Emergency Contact Information

### 2. Using Personal Data

We primarily use personal data to provide and improve our services, including:

- To analyse and understand how our services are used
- To make improvements to our services
- To communicate with users about our services

### 3. Disclosing Personal Data

We do not disclose personal data to third parties except for the following reasons:

- When required by law or legal process
- When necessary to protect the safety of our users or the public
- To provide our services to our users
- To prevent fraud or criminal activity

#### 4. Protecting Personal Data

We take appropriate technical and organisational measures to protect personal data against unauthorised or unlawful processing and against accidental loss, destruction or damage. We limit access to personal data to those who have a genuine business need to know it. We regularly review our security procedures and take necessary steps to maintain a high level of security.

#### 5. Data Retention

We retain personal data only for as long as necessary to provide our services and fulfill the purposes for which it was collected. Once personal data is no longer needed, it is securely deleted or destroyed.

#### 6. User Rights

Users have the right to access, correct, and delete their personal data. They also have the right to request a copy of their personal data or to object to its processing. We will respond to user requests in accordance with applicable data protection laws.

#### 7. Changes to the Policy

We may update this policy from time to time. We encourage users to review this policy periodically to stay informed.

If you have any questions or concerns about this policy or our data protection practices, please contact us at [info@mentalmate.org](mailto:info@mentalmate.org)