**TERMS AND CONDITIONS OF USE OF VIETMIND**

1. **Scope of Application**

These Terms of Service apply to your use of the website (vietmind.chat) or the mobile application (“Application”). By using our website and Application, you agree to comply with these Terms and any other related terms of use.  
These Terms of Service and any other related terms of use form a legal agreement between you and Vietmind.

1. **Eligible Users**

Eligible users are individuals who register for the service and are approved by Vietmind to receive the service.  
You must be at least 18 years old to use the Application. If you misrepresent your age, Vietmind bears no responsibility for any consequences arising from such misrepresentation.

1. **Language of Use**

The Application is available in Vietnamese or English.

1. **Definitions**

*Client* : An individual who registers for the service and is approved by Vietmind to receive the service.  
*Psychologist, Psychological Specialist, Psychological Counselor, Psychotherapist, Psychological Supporter*: These titles are collectively referred to as “Psychological Support Professionals” at Vietmind.

1. **Vietmind Services**

Vietmind uses text messages to support you. We employ proven methods to help you feel better and to foster self-confidence. We listen without judgment and assist you in addressing your concerns, helping you become mentally stronger and achieve your goals.

Vietmind employs text messaging to provide chronic care management services.

You can only engage in voice calls or video chats through the Application when the necessary access permissions have been granted.

Vietmind is not intended to replace in-person consultations with doctors or psychiatrists. We do not provide diagnoses, treatment, monitoring, or cures for any diseases or health conditions. We only offer support and assistance, not medical treatment.

The Application can provide general mental health support but is not intended for serious mental disorders or prolonged illnesses/conditions. If you have health concerns, please consult a local physician before using the Application.

Please keep your conversations private and follow safety protocols to protect your data.

**PRIVACY POLICY**

We understand that your personal information and psychological data are sensitive and private. Therefore, when you use our website (vietmind.com) or mobile application (“Application”), we commit to respecting and protecting user privacy in compliance with all applicable data protection laws. This Privacy Policy (“Policy”) explains how we collect, use, store, share, and process your personal data, including how we use such data to train our artificial intelligence (AI) systems.

1. **Purpose and Scope of Data Collection**

**Types of Personal Data Collected**

*Identifying Information*: Full name, email address, phone number, or other contact details (if provided).

*Application Usage Information*: Login times, session duration, and user interactions within the Application.

*Sensitive Data and Consultation Information*: Information related to mental health, inquiries, and communications with psychological professionals, as well as other information you provide during your use of the Application.

**Purpose of Collection**

*Provision of Psychological Counseling Services*: Analyzing mental health issues, offering suggestions, or connecting you with experts (if applicable).

*Personalizing User Experience*: Optimizing the interface and suggesting content aligned with individual psychological needs.

*Improving and Training the AI System*: Using data (which may be anonymized where feasible) to develop, enhance, and increase the accuracy and effectiveness of AI models for psychological counseling.

**Legal basis**

Personal data is collected and processed based on your consent (when you register, accept this Policy, or configure your privacy settings).

Compliance with applicable data protection laws and cybersecurity regulations.

1. **Methods of Data Collection and Processing**

**Collection**

Directly from you via registration forms, personal profile information, or communications during counseling sessions.

Automatically through cookies, tracking technologies, or analytics tools when you interact with the Application (if applicable).

**Processing**

Data is analyzed by psychological professionals or AI systems to provide counseling support and professional recommendations.

For AI training purposes, anonymization or encryption measures may be taken to minimize the risk of disclosing personal information.

**Storage**

Data is stored on secure servers that comply with information security standards.

Data retention periods comply with legal requirements and last only until the processing purpose is fulfilled or upon your request for deletion (subject to legal constraints).

1. **Use of Data for AI Training**

**Scope of Data Used**

Only data necessary for AI training (e.g., general questions or psychological issues) is utilized.

We prioritize anonymizing or minimizing personally identifiable information (such as names, phone numbers, and emails) before incorporating data into AI models.

**Benefits to Users**

Continuous improvements to the AI model, resulting in more accurate and efficient counseling experiences.

Enhanced recognition of unusual signs and provision of timely support measures.

**Safeguards**

Implementation of encryption, pseudonymization, or anonymization to protect data.

Strict access control so only those with relevant responsibilities can view and use the data.

1. **Data Sharing and Disclosure**

**Internal Sharing**

Data may be shared among internal departments or teams of psychological and technological experts to ensure quality service delivery.

**Sharing with Third Parties**

*Technical Partners*: Hosting providers, cloud platforms, or AI research entities to assist in data analysis and processing.

*Collaborating Psychological Professionals*: Where consultation, reference, or case transfer is needed. We will inform you and share data only with your consent unless otherwise required by law.

*Competent Authorities*: In response to written requests or orders from governmental authorities in accordance with legal requirements.

**Principles of Sharing**

Only necessary data is shared for the stated purpose.

Recipients must commit to complying with data security standards and personal data protection regulations.

1. **User Rights Regarding Personal Data**

**Right of Access and Rectification**

You have the right to request access to, update, or correct your personal information stored by the Application.

**Right to Erasure, Restriction, or Objection to Processing**

You may request erasure or restriction of processing of your personal data under specific circumstances (subject to legal requirements).

You have the right to withdraw your consent to data processing at any time without affecting the lawfulness of processing prior to your withdrawal.

**Right to Complain**

If you believe your personal data rights have been infringed, you may contact us or file a complaint with the competent authority as provided by law.

1. **Cookies and Tracking Technologies**

**Purpose of Using Cookies**

Storing login details and personal preferences and aiding user behavior analysis.

Enhancing the functionality and performance of the Application.

**User Choices**

You can configure your browser or device settings to block or delete cookies.

Refusing cookies may affect the functionality of certain features within the Application.

1. **Data Retention Period**

Data is retained only for as long as necessary to fulfill the collection purposes unless a longer retention period is required by law.

When data is no longer needed, we will securely delete or anonymize it.

1. **Changes to the Privacy Policy**

This Policy may be updated to align with legal requirements or the Application’s developmental needs.

Any significant changes will be communicated to you via email or in-app notifications.

Updates become effective immediately upon publication unless otherwise specified.

1. **Commitments and Legal Responsibility**

We are committed to complying with data protection and privacy regulations in force. Providing personal data is voluntary; however, if you choose not to provide certain necessary information, some counseling features in the Application may be limited. We will be liable in accordance with the law for any breach of data security or misuse leading to a violation of users’ legitimate rights and interests.