

Privacy Policy

Thank you for choosing Mindze, a comprehensive mental health support platform developed with your well-being in mind. At Mindze, safeguarding your privacy is a cornerstone of our values. This Privacy Policy details our commitment to protecting the privacy and confidentiality of your personal information.

1. Information Collection and Use

1.1 Personal Identification Information

Collection: Mindze collects personal data when you register, interact with our platform, or utilize our services. This includes, but is not limited to, your name, email address, phone number, date of birth, gender, and voluntarily provided sensitive health information crucial for personalized counseling.

Use: Your personal information is used to create and manage your account, provide personalized services including mental health counseling, improve platform content, and communicate important notices and promotional offers, subject to your consent.

1.2 Health-Related Information

Collection: With your explicit consent, we collect detailed health-related information, including medical history, mental health conditions, and treatment details, to tailor our counseling services to your needs.

Use: This information is strictly used to provide personalized counseling services and is shared with certified therapists under strict confidentiality agreements. It's crucial for creating a customized treatment plan that addresses your specific needs.

2. Consent

By using Mindze, you consent to the collection and use of your personal and health-related information as outlined in this policy. You may withdraw your consent at any time by contacting us at info.mindze@gmail.com. Withdrawal of consent may limit your access to certain services.

3. Data Sharing and Disclosure

We do not sell or rent personal information to third parties. Your information may be shared with third-party service providers to facilitate our services, comply with legal obligations, or protect our rights. All third parties are obliged to maintain the confidentiality of your information.

4. Data Security

Mindze employs industry-standard security measures to protect your information. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

5. Children's Privacy

Our platform is not intended for individuals under the age of 13 without parental consent. We do not knowingly collect personally identifiable information from minors. If you are a parent or guardian and become aware that your child has provided us with personal information without your consent, please contact us at info.mindze@gmail.com.

6. Use of Cookies

Mindze utilizes cookies to enhance and personalize your experience on our platform. Cookies are files with a small amount of data which may include an anonymous unique identifier. They are sent to your browser from a website and stored on your device.

Purpose: Cookies help us enhance your experience on our platform. They enable us to remember your preferences and settings, understand how you navigate through and interact with our platform, and tailor content to your interests.

Control: Most web browsers are set to accept cookies by default. If you prefer, you can choose to set your browser to remove or reject browser cookies. Please note that if you choose to remove or reject cookies, this could affect the availability and functionality of our services.

7. Grievance Redressal

Mindze is committed to addressing any grievances you may have regarding privacy concerns swiftly and effectively.

Contact for Grievance Redressal: If you have any complaints or concerns about our privacy practices or your personal information's handling, please contact our Grievance Officer at info.mindze@gmail.com. We will endeavor to resolve your concerns as quickly as possible, but no later than one month from the date we receive your complaint.

8. Jurisdiction

This Privacy Policy of Mindze is drafted in accordance with and is compliant with the laws of India. Any disputes or disagreements arising between the user and Mindze concerning this Privacy Policy, including the interpretation, validity, execution, or termination of the terms herein, shall be subject to the exclusive jurisdiction of the courts within India.

9. Changes to the Privacy Policy

Mindze reserves the right to update or change our Privacy Policy at any time. You should check this Privacy Policy periodically. Your continued use of the service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

10. Contact Us

For any questions or concerns regarding this Privacy Policy or our treatment of your personal information, please contact us at info.mindze@gmail.com.