

iHELP Privacy Policy

Effective Date: [Insert Date]

1. Introduction

Welcome to iHELP. We respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, and disclose information about users of our website and mobile application.

2. Information We Collect

2.1 Personal Information

We collect personal information that you provide to us, such as:

- Name
- Email address
- Phone number
- Location
- Profile information (e.g., age, gender, caregiving status)

2.2 Usage Data

We collect information about your interactions with our platform, including:

- Log data (e.g., IP address, browser type, access times)
- Usage data (e.g., pages viewed, features used, time spent on the platform)

2.3 Device Information

We collect information about the device you use to access our platform, including:

- Device type and model
- Operating system
- Unique device identifiers

2.4 Cookies and Tracking Technologies

We use cookies and similar technologies to track user activity and collect information about how you use our platform. You can control the use of cookies through your browser settings.

3. How We Use Your Information

3.1 To Provide and Improve Our Services

- To create and manage your account
- To personalize your experience
- To respond to your inquiries and provide customer support
- To analyze usage and improve our platform

3.2 To Communicate with You

- To send you updates, notifications, and promotional messages
- To inform you about changes to our terms and conditions or privacy policy

3.3 For Safety and Security

- To detect and prevent fraud, abuse, and unauthorized access
- To enforce our terms and conditions

3.4 For Legal Compliance

- To comply with legal obligations and respond to lawful requests

4. How We Share Your Information

4.1 With Service Providers

We may share your information with third-party service providers who help us operate our platform and provide our services.

4.2 With Your Consent

We may share your information with third parties when we have your consent to do so.

4.3 For Legal Reasons

We may disclose your information if required to do so by law or in response to valid requests by public authorities.

4.4 Business Transfers

In the event of a merger, acquisition, or sale of assets, your information may be transferred to the new owner.

5. Data Security

We implement appropriate technical and organizational measures to protect your information from unauthorized access, use, or disclosure. However, no method of transmission over the internet or electronic storage is completely secure.

6. Data Retention

We retain your personal information for as long as necessary to provide our services and fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

7. Your Privacy Rights

7.1 Access and Update

You have the right to access and update your personal information. You can do this by logging into your account or contacting us directly.

7.2 Delete

You have the right to request the deletion of your personal information. Please note that we may retain certain information as required by law or for legitimate business purposes.

7.3 Object and Restrict

You have the right to object to or restrict the processing of your personal information under certain circumstances.

7.4 Data Portability

You have the right to request a copy of your personal information in a structured, machine-readable format.

8. Children's Privacy

Our platform is not intended for use by children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have inadvertently collected such information, we will take steps to delete it.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our platform and updating the effective date. Your continued use of our platform after any changes constitutes your acceptance of the updated Privacy Policy.

10. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at:

- Email: support@ihelp.com
- Phone: [Insert Phone Number]
- Address: [Insert Address]