# Privacy Policy

Effective Date: January 1, 2025

This Privacy Policy outlines how we collect, use, disclose, and protect your information when you use our AI-powered mental health support application (“the Application”). We are committed to safeguarding your privacy and ensuring that your personal information is handled responsibly, in line with Kenya’s Data Protection Act, 2019.

## 1. Information We Collect

We may collect the following types of information:  
- Basic usage data: including device type, IP address, browser type, and access times  
- Interaction data: including messages exchanged with the AI chatbot  
- Voluntary information: such as feedback you provide or contact information you choose to share

## 2. How We Use Your Information

We use the collected information to:  
- Improve the AI’s responses and user experience  
- Monitor and analyze platform performance and usage patterns  
- Respond to feedback and improve overall service quality  
We do not use your information for advertising or commercial resale.

## 3. Data Storage and Retention

Interaction data may be stored temporarily and anonymously to improve system performance and safety. We do not store personally identifiable information (PII), and all conversational logs are anonymized and periodically deleted.

## 4. Sharing of Information

We do not sell, rent, or share your personal information with third parties, except:  
- If required by Kenyan law or a court order  
- To protect the safety, rights, or property of users or the public  
- To detect and prevent security threats or misuse of the platform

## 5. Security Measures

We use industry-standard security practices to safeguard your data from unauthorized access, alteration, or destruction. However, no system is completely secure, and we cannot guarantee absolute security of the information transmitted through the Application.

## 6. Children’s Privacy

This application is not intended for individuals under the age of 18. We do not knowingly collect or store information from anyone under this age.

## 7. User Rights

In accordance with Kenya’s Data Protection Act, you have the right to:  
- Request access to any personal data we may hold about you  
- Request correction or deletion of your data  
- Withdraw consent for data processing  
To exercise these rights, please contact our support team.

## 8. Changes to This Policy

We may update this Privacy Policy from time to time. Significant changes will be communicated through the application or our website. Your continued use of the Application after changes means you accept the updated terms.

## 9. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your data, please contact us at:  
Email: support@yourapp.co.ke  
Phone: +254 700 000 000