



## Privacy Policy

This Privacy Policy describes how **Othentica FZC LLC** and its affiliates (“Othentica”, “we”, “us”, or “our”) collect, store, process, and protect your personal information when you use our mobile applications, website [www.othentica-app.com](http://www.othentica-app.com), or related programs and services (collectively referred to as “Services”).

We value the trust you have placed in us and respect your privacy. Please read this Privacy Policy carefully to understand how we handle your information. By providing your Personal Information to us and/or by continuing to access our Services, you consent to this Privacy Policy and the collection, use, transfer, and processing of your data as described herein.

If you do not agree to this Privacy Policy, please discontinue your use of our Services.

### 1. What Personal Information We Collect

“Personal Information” means any data about an individual who can be identified from that data or in combination with other information we may access. Depending on your interaction with Othentica FZC LLC, this may include:

- Name, date of birth, gender
- Email address and phone number
- Mailing/billing address
- Payment information (credit card, bank account, PayPal, etc.)



- Login credentials (username, password)
- Profile information provided within the app (preferences, responses, notes, journal entries, uploaded files)
- Usage data such as device information, IP address, geolocation, and browsing/app activity
- Information available from social media or public sources (LinkedIn, Facebook, Instagram, etc.)
- Transaction history relating to subscriptions, programs, and activities in the app

**Sensitive data notice:** Othentica FZC LLC will never request medical records, political beliefs, religious views, sexual orientation, or other sensitive personal data. Please do not submit such data.

## **2. When and How We Collect Information**

We may collect your Personal Information when you:

- Register or subscribe for our Services
- Use our app features (journals, reflections, quests, activities, etc.)
- Fill out forms, surveys, or assessments
- Communicate with us (email, in-app support, social media, calls)
- Attend events, workshops, or activities hosted by Othentica FZC LLC
- Respond to promotional campaigns or referral programs
- Make purchases or subscription payments through the app or website



We may also collect limited information automatically through cookies, analytics tools, and tracking technologies when you browse or use our Services.

### **3. Purpose of Collecting Your Information**

Your Personal Information may be used for the following purposes:

- To provide, maintain, and personalize your Othentica FZC LLC experience
- To process payments, subscriptions, and account management
- To verify your identity and prevent fraud
- To communicate with you regarding updates, events, offers, and content
- To conduct research, analytics, and improve our Services
- To develop new features and programs relevant to user needs
- To comply with legal and regulatory requirements
- To safeguard the security of our platforms and users

### **4. No Medical Advice**

Othentica FZC LLC provides educational, self-discovery, and mindfulness resources. We are **not a medical, psychiatric, or therapeutic provider**. Nothing in our app or programs should be construed as medical advice, diagnosis, or treatment. Always consult a qualified healthcare professional for health-related concerns.



## 5. Data Subject Rights (GDPR & Global Compliance)

You have the following rights concerning your Personal Information:

- **Right of access** – request a copy of the data we hold about you.
- **Right of rectification** – correct inaccurate or incomplete information.
- **Right to erasure** – request deletion of your data (“right to be forgotten”).
- **Right to restrict processing** – request limited use of your data.
- **Right to object** – object to certain processing activities (e.g., marketing).
- **Right to data portability** – request a structured, machine-readable copy of your data.
- **Right to withdraw consent** – at any time where consent is the legal basis of processing.

To exercise these rights, contact us at [info@othentica-app.com](mailto:info@othentica-app.com). We may require proof of identity before fulfilling your request.

## 6. Storage and Security of Data

We take data protection seriously and implement industry-standard security measures including:

- Encrypted storage of personal data and transactions
- Firewalls and intrusion monitoring
- Restricted employee access to sensitive data
- Confidentiality obligations for staff and service providers
- Regular reviews and updates of our data security framework

We retain Personal Information only as long as necessary to fulfill the purposes outlined in this Policy or as required by law.



## **7. Cookies and Tracking Technologies**

Othentica FZC LLC uses cookies, analytics, and similar technologies to:

- Enhance your user experience
- Personalize content and recommendations
- Track performance and app usage
- Support marketing and communications

You may disable cookies in your browser or device settings, but this may limit some features of our Services.

## **8. Sharing of Information with Third Parties**

We may share your Personal Information with trusted third parties for the purposes outlined above, including:

- Payment processors and subscription services
- Cloud hosting and IT service providers
- Marketing, analytics, or communication providers
- Event organizers, sponsors, or corporate partners
- Legal authorities, where required by law

**We do not sell your personal data.**

## **Corporate Sponsored Access**

Where Services are provided under a corporate or affiliate sponsorship, Othentica FZC LLC may share anonymized and aggregated insights with the sponsoring organization. Sponsoring organizations shall not be liable for any acts, omissions, or breaches of data protection beyond their contractual



obligations with Othentica FZC LLC. For clarity, all protections, limitations of liability, and disclaimers in this Privacy Policy apply equally to sponsoring organizations as third-party beneficiaries.

## **9. International Transfers**

Othentica FZC LLC may transfer Personal Information across international borders, including to servers outside your country of residence. We ensure appropriate safeguards are applied in compliance with applicable data protection laws.

## **10. Children's Privacy**

Othentica FZC LLC does not knowingly collect personal information from children under the age of **16** without verified parental consent. If we learn that a child has provided data without consent, we will delete it immediately. Parents or guardians may contact us at **info@othentica-app.com** to request review or deletion of their child's data.

## **11. Referrals**

If you provide us with another person's contact details (for referrals or invitations), you confirm that you have obtained their consent. We will use this data solely for referral purposes.

## **12. Links to Third-Party Websites**

Our Services may contain links to third-party sites. Othentica FZC LLC is not responsible for the privacy practices, policies, or content of third-party websites. Accessing linked sites is at your own risk.



### **13. Updates to This Policy**

Othentica FZC LLC may update this Privacy Policy periodically. Changes will be posted on our website and app with the updated effective date. Continued use of our Services constitutes acceptance of the revised Policy.

### **14. Contact Us**

For any inquiries regarding this Privacy Policy or your data rights, please contact us at:

#### **Othentica FZC LLC**

Ajman Ventures Centre Free Zone, Amber Gem Tower, Mezzanine Floor,  
Sheikh Khalifa Street, Ajman, United Arab Emirates.

Email: **[info@othentica-app.com](mailto:info@othentica-app.com)**