

Heart Talk – Privacy Policy

Effective Date: 06.09.2024

Heart Talk (“we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and protect your information when you use the Heart Talk mobile application ("Heart Talk"). Please read this Privacy Policy carefully.

By accessing or using the App, you consent to the collection, use, and disclosure of your information as described in this Privacy Policy. If you do not agree with the terms of this policy, please do not use the App.

1. Information We Collect We may collect the following types of information from you when you use Heart Talk:

- **Personal Information:** Information that identifies you as an individual, such as your name, email address, or contact details. This is only collected when you voluntarily provide it during registration or app use.
- **Non-Personal Information:** Information that does not personally identify you, including device type, language preference, usage data, and other technical information about your device and interaction with the App.
- **Usage Data:** Data automatically collected when using the App, including in-app activities, interactions with content, and other engagement data.

2. How We Use Your Information We may use the information we collect for the following purposes:

- To provide and improve the App’s functionality and user experience.
- To personalize content and recommendations.
- To communicate with you, including responding to inquiries and sending updates related to the App.
- To analyze and monitor usage trends and app performance.
- To protect the security and integrity of the App.
- For marketing purposes, only if you have consented to receive such communications.

3. Sharing of Information We may share your information in the following circumstances:

- **Service Providers:** We may share information with third-party service providers who assist in app development, maintenance, hosting, and other technical services, but they are only permitted to use your data as necessary to provide these services to us.
- **Legal Compliance:** We may disclose information if required by law, regulation, legal process, or governmental request.
- **Business Transfers:** If Heart Talk is involved in a merger, acquisition, or asset sale, your information may be transferred as part of that transaction, subject to applicable privacy laws.

4. Data Security We implement reasonable security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no

method of transmission over the internet or electronic storage is completely secure. While we strive to protect your data, we cannot guarantee its absolute security.

5. Data Retention We retain your personal information for as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce our agreements. Non-personal information may be retained indefinitely.

6. Your Choices You have the following rights regarding your personal information:

- **Access and Update:** You can access and update your account information by logging into the App and editing your profile.
- **Delete Your Data:** You may request the deletion of your personal information by contacting us at help.hearttalk@gmail.com.
- **Opt-out of Marketing:** If you have subscribed to marketing communications, you can opt out at any time by following the unsubscribe instructions in the communication or by contacting us directly.

7. Third-Party Links and Services Heart Talk may contain links to third-party websites or services that are not operated by us. This Privacy Policy does not apply to those third parties, and we encourage you to review their privacy policies before providing any personal information.

8. Children's Privacy Heart Talk is not intended for use by children under the age of 13. If we become aware that we have collected personal information from a child under 13, we will take steps to delete it promptly. If you believe we may have collected such information, please contact us at help.hearttalk@gmail.com.

9. International Data Transfers If you are located outside of [Your Country], your information may be transferred to and processed in [Your Country] or other countries where we operate. By using the App, you consent to the transfer of your information to countries outside your own, which may have different data protection laws.

10. Changes to This Privacy Policy We may update this Privacy Policy from time to time. When we make changes, we will update the "Effective Date" above and notify users of significant changes. Continued use of the App after changes are made constitutes your acceptance of the new terms.

11. Contact Us If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at: help.hearttalk@gmail.com