



PRIVACY POLICY

Effective Date: 4 January 2025

At MindEase, we value and respect your privacy. This Privacy Policy outlines how we collect, use, and protect your information. By using our website, you consent to the practices described in this policy.

1. Information We Collect

We collect two types of information:

1.1 Personal Information

- Name, email address, phone number, and other details provided during account registration, feedback, or counseling session bookings.
- Information shared during counseling sessions (confidential and stored securely).

1.2 Non-Personal Information

- IP address, browser type, device information, and usage data collected via cookies and analytics tools to improve website functionality.

2. How We Use Your Information

We use the information collected to:

- Provide and personalize services, including counseling sessions.
- Improve website functionality and user experience.
- Communicate updates, promotions, or important service information.
- Maintain a secure and confidential environment for all users.

3. Sharing Your Information

We do not sell, rent, or share your personal information with third parties, except:

- When required by law (e.g., court orders, legal investigations).
- With your explicit consent for referrals to external counseling or support services.
- To trusted service providers for website operations, under strict confidentiality agreements.

4. Cookies and Tracking Technologies

MindEase uses cookies and similar technologies to enhance your experience. These may include:



- **Essential Cookies:** Necessary for website functionality.
- **Performance Cookies:** To analyze website usage and improve services.
- **Preference Cookies:** To remember your settings and preferences.

You can manage cookie preferences in your browser settings.

5. Data Security

We implement advanced security measures to protect your information, including:

- Encryption of sensitive data.
- Regular security audits and updates.
- Restricted access to personal data, limited to authorized personnel only.

6. Your Rights

As a user, you have the following rights regarding your data:

- **Access and Review:** Request a copy of the personal data we store.
- **Correction:** Update or correct any inaccuracies in your data.
- **Deletion:** Request the deletion of your personal data, subject to legal obligations.
- **Opt-Out:** Unsubscribe from marketing communications at any time.

To exercise these rights, please contact us at easemind4@gmail.com

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these external sites. Please review their policies before sharing any personal information.

8. Children's Privacy

MindEase is intended for individuals aged 18 and above. We do not knowingly collect information from children under 18. If we become aware of such data, we will take immediate steps to delete it.

9. Updates to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. All updates will be posted on this page with a revised effective date. We encourage you to review this policy regularly.



10. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy, please contact us at:

- **Email:** easemind4@gmail.com
- **Phone:** 011-61668173
- **Address:** Jalan Datuk Mohammad Musa, 94300 Kota Samarahan, Sarawak