

# Privacy Policy | Mindei

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Last Updated: 15/03/2025

## 1. Introduction

At Mindei, we are committed to protecting the privacy and confidentiality of the personal information of our users. This Privacy Policy outlines the types of data we collect, how we use and protect it, and your rights under applicable law, including the Digital Personal Data Protection Act, 2023. By interacting with our website, you agree to the terms outlined herein.

## 2. Information We Collect

- a. **Personal Information:** This may include your name, email address, phone number, and other identifiable information you voluntarily provide.
- b. **Biometric and Health Information:** This includes voice recordings, facial movement data, prosody, and self-reported health indicators provided via the platform for the purposes of delivering mental health screening and support, as well as for internal research and development.
- c. **Non-Personal Information:** Includes browser type, IP address, pages visited, and other anonymized data collected via cookies or similar technologies.

## 3. Use of Information

We collect and process your personal data for the following purposes:

- To register and manage accounts
- To deliver mental health services
- To improve the user experience and optimize our platform's features
- To analyze de-identified data for research and development purposes
- To conduct system maintenance, support, and troubleshooting
- To comply with applicable legal obligations and internal governance
- To manage marketing communications (with your consent)

If your responses indicate signs of serious or prolonged mental health distress, we may share your screening results with the mental health support team at your affiliated school, college, or employer. This is done solely for the purpose of enabling them to offer proactive support and well-being outreach.

## 4. Data Sharing and Disclosure

We may share your information with:

- Third-party service providers who assist us in delivering services (under strict confidentiality obligations)
- Institutions (schools, colleges, or employers) as outlined above
- Legal or regulatory authorities as required

## 5. Data Security and Retention

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorized way, altered or disclosed. These measures are effective across the data journey (access, processing, storage, and deletion). Under certain circumstances, you have rights under the data protection laws in relation to your personal data. Inter alia, your rights include:

- Request access to your personal data
- Request correction or deletion of your data
- Withdraw your consent at any time
- File a complaint with the Data Protection Board of India

To exercise these rights, contact [support@mindei.in](mailto:support@mindei.in).

## 7. Consent

By interacting with our website and checking the consent box, you agree to the collection, use, and sharing of your data for the purposes outlined, including the limited sharing of mental health-related screening results with your institution's mental health support team.

## 8. Changes to This Privacy Policy

We may revise this Privacy Policy as necessary. All changes will be posted on this page with an updated effective date.

## 9. Opting Out

You may opt out of the collection or processing of your personal data at any time by contacting us at [support@mindei.in](mailto:support@mindei.in). Please include your full name and registered email address so we can locate your records. Upon receipt, we will process your request in accordance with applicable legal requirements and confirm the outcome.