

MyDeepTalk – Privacy Policy

Effective Date: 12/06/2026

MyDeepTalk ("MyDeepTalk", "we", "our", "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, process, store, and safeguard your information when you use the MyDeepTalk application, website, and related services (the "Platform").

By using MyDeepTalk, you agree to the practices described in this Privacy Policy.

1. Information We Collect

A. Information You Provide Directly

When you create an account or use the Platform, we may collect:

- Name, email address, gender/sex (optional), pseudonym
- Profile preferences and account settings
- Messages, reflections, journal entries, and content you submit
- Booking details and session preferences
- Communications with support

If you book sessions with a Therapist, we may collect information necessary to facilitate scheduling and payments.

B. Information Collected Automatically

When you use MyDeepTalk, we may automatically collect:

- Device information (device type, operating system, app version)
- Log data (IP address, timestamps, access times)
- Usage analytics (feature interactions, session duration)
- Diagnostic and crash reports

This data helps us improve performance, stability, and user experience.

C. Payment Information

Payments are processed through secure third-party payment providers. MyDeepTalk does not store full credit/debit card details.

Payment providers are responsible for maintaining PCI-DSS compliance.

2. How We Use Your Information

We use your information to:

- Create and manage your account
- Provide AI-powered reflections and insights
- Facilitate therapist discovery, booking, and communication
- Improve and personalize your experience
- Maintain safety, security, and fraud prevention
- Comply with legal obligations
- Send service-related notifications

We do not sell your personal data or conversations.

3. AI & Automated Processing

MyDeepTalk may use AI systems to:

- Generate conversational responses
- Provide structured insights
- Personalize self-discovery experiences

Important:

- AI-generated content is for informational and conversational purposes only.
- Conversations may be processed securely to generate insights.
- Data may be anonymized or aggregated for analytics and improvement.
- AI does not replace licensed professional therapy.

4. Therapist Data & Professional Boundaries

MyDeepTalk acts solely as a technology platform facilitating connections between users and independent Therapists.

- Therapists are independent professionals and are not employees of MyDeepTalk.
- Therapists may access session-related information necessary to provide services.
- Therapists are independently responsible for maintaining professional records in accordance with applicable regulations.
- MyDeepTalk does not control how Therapists manage their independently required professional documentation.

5. Legal Basis for Processing (Where Applicable)

Depending on your jurisdiction, we process personal data based on:

- Your consent
- Performance of a contract (providing services)
- Legal obligations
- Legitimate business interests (platform improvement, safety, fraud prevention)

6. Data Sharing

We may share data only:

- With trusted service providers (hosting, analytics, cloud storage, email delivery)
- With payment processors to complete transactions
- If required by law or valid legal process
- To protect the safety, rights, or security of users or MyDeepTalk

We do not sell personal data.

7. Data Storage & Security

We implement industry-standard safeguards including:

- Encryption in transit (HTTPS / TLS)
- Encryption at rest on secure servers
- Role-based access controls
- Secure cloud infrastructure

- Monitoring and security auditing

While we use reasonable safeguards, no system can guarantee 100% absolute security.

8. International Data Transfers

Your information may be stored or processed in secure servers located outside your country of residence.

Where international transfers occur, we implement appropriate safeguards consistent with applicable data protection laws.

9. Data Retention

We retain personal data:

- For as long as your account remains active
- As necessary to provide services
- As required for legal, compliance, or dispute resolution purposes

If you delete your account:

- Personal data will be deleted or anonymized within a reasonable period, unless legally required to retain it.
- Aggregated, anonymized data may be retained for analytics.

10. Your Rights

Depending on your location, you may have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your data
- Withdraw consent
- Restrict or object to processing

Requests may be submitted to: info@mydeeptalk.com

11. Children's Privacy

MyDeepTalk is intended only for individuals 18 years and older.

We do not knowingly collect personal data from children under 18.

If we become aware of such data, it will be deleted promptly.

12. No Emergency Services

MyDeepTalk does not provide emergency or crisis services.

If you are in immediate danger or emotional crisis, contact local emergency services or a crisis hotline immediately.

13. Changes to This Privacy Policy

We may update this Privacy Policy periodically.

Material changes will be communicated within the Platform or via email.

Continued use of the Platform after updates constitutes acceptance.

14. Governing Law & Disputes

This Privacy Policy is governed by the laws of the Republic of Kenya and is subject to the dispute resolution provisions outlined in the MyDeepTalk Terms & Conditions.

15. Contact Us

If you have questions regarding this Privacy Policy:

Email: info@mydeeptalk.com

Company: MyDeepTalk

Location: Republic of Kenya