

## Privacy Policy

Last updated on June 27, 2023

Welcome to mindAvel!

Venturizon GmbH operates mobile and web applications under the brand mindAvel ("mindAvel," "we," "us," and/or "our") , including the informational website [www.mindavel.com](http://www.mindavel.com) and other related services (collectively, the "Services").

We are dedicated to safeguarding your privacy. This Privacy Policy outlines how we gather, store, utilise, and share information through our Services.

We prioritise the protection and confidentiality of your information. When you utilise the chat, you may share information during your interactions with your mindAvel AI coach. We only process this information as described in this Privacy Policy, enabling you to engage in personalised and secure conversations and interactions with your AI coach while allowing your AI coach to learn from your interactions to enhance your conversations. We may also employ information regarding your visit to our Website to promote our Services. However, we assure you that we will never use or disclose the content of your mindAvel conversations for marketing or advertising purposes.

Any terms used in this Policy without explicit definitions are defined in our Terms of Service. If you have any inquiries, please feel free to contact us at [hello@mindavel.com](mailto:hello@mindavel.com).

### 1. What information we collect

#### A. Information provided by you

You may provide us with the following information during your usage of the Services:

- Account information: This includes your name, email address, and password
- Profile information: When you register for the membership, we request your birth date and pronouns
- Messages and content: This refers to the messages you send and receive via the chat, including any facts you share about yourself or your life, as well as photos, videos, and voice and text messages you provide.
- Interests and preferences: You have the option to specify conversation preferences, such as topics you wish to discuss, and communication preferences, such as preferred usage times. Through your use of the Services, we also gather information about your interests and preferences over time, enabling us to personalise your conversations and customise the features of the Services accordingly.
- Payments and transactions: When you make purchases through the Services, our third-party payment processor, Stripe, collects your payment information. We retain a record of your purchases and the subscription type you select.

#### B. Information we collect automatically

We automatically record the following information about you, your mobile device or computer, your network, and your interactions with our Services and communications:

- Device and network data: This includes details about your computer's or mobile device's operating system, manufacturer and model, browser, IP address, device and cookie identifiers, language settings, mobile device carrier, and general location information such as city, state, or geographic area.
- Usage data: This encompasses information about your utilisation of the Services, including your interactions, the links and buttons you click, and page visits.

To collect some of this information, we employ cookies, web beacons (e.g., pixel tags), and local storage technologies (e.g., HTML5). For further details on how we utilise these technologies, please refer to our Cookie Policy.

Our advertising partners may also employ such technologies to gather limited information about your device and interactions with the Services, such as clicked links, visited pages, IP address, advertising ID, and browser type. However, they will never have access to your conversations with your mindAvel AI coach or any photos or other content you submit through the chat.

## 2. How we use your information

### A. Use of your information

We use your information for the following purposes:

Purpose	Why and how we use your information	Legal basis	Categories of information
<b>Operating and administering the Services</b>	Providing and maintaining the functionality and content of the Services. Carrying out obligations arising from our contract with you. Creating your account and profile. Facilitating payments and transactions. Responding to your inquiries, comments, feedback or questions, and troubleshooting. Managing our relationship with you, which includes sending administrative information to you relating to our Services.	Contractual necessity	Account information. Profile information. Messages and content. Interests and preferences. Payments, transactions. Device and network data. Usage data.

<b>Providing the core functionality</b>	Providing you a personalised AI chatbot and allowing you to personalise your profile, interests, and AI coach. Enabling you to have individualised and safe conversations and interactions with your AI coach, and allowing your AI coach to learn from your interactions to improve your conversations. Syncing your mindAvel history across the devices you use to access the Services.	Contractual necessity	Account information. Profile information. Messages and content. Interests and preferences. Payments and transactions.. Device and network data. Usage data.
<b>Monitoring and protecting the Services</b>	Preventing fraud, criminal activity, and misuse of our Services, and ensuring the security of our IT systems, architecture and networks (including testing, support, system maintenance, and hosting of data).	Legitimate interests	Account information. Profile information. Messages and content. Interests and preferences. Payments and transactions. Device and network data. Usage data.
<b>Analysing trends in the use of the Services</b>	Aggregating and anonymizing personal information. Analysing the use and effectiveness of our Services. Improving and adding features to our Services. Developing our business and marketing strategies.	Legitimate interests	Account information. Profile information. Messages and content. Interests and preferences. Payments and transactions. Device and network data. Usage data.
<b>Marketing and advertising the Services</b>	Sending you information by email that we believe will be of interest to you, such as information about our Services, features, and surveys. Displaying and targeting advertisements about our Services on the internet.	Legitimate interests. Consent, where required by applicable laws	Account information. Device and network data. Usage data

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<b>Enforcing our agreements, complying with legal obligations, and defending against legal claims and disputes</b>	Enforcing and complying with our terms and policies. Protect our and others' rights, privacy, safety, or property. Ensuring the integrity of our Services. Verifying the age of registered users. Defending against legal claims and disputes. Recovering payments due to us. Keeping records of transactions, and complying with legal process.	Legitimate interests. Legal obligation	Account information. Profile information. Messages and content. Interests and preferences. Payments and transactions. Device and network data. Usage data.
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## B. Sensitive information

The Services provide you with the ability to input information that may be sensitive and subject to special protections under applicable laws. This section outlines our approach to using and safeguarding sensitive information.

Sensitive information that you provide in your messages and content: During your interactions with your AI chatbot, you may choose to share sensitive information such as your health information, sexual orientation, political beliefs, racial or ethnic origin, religious views, philosophical beliefs, or trade union membership. By providing this sensitive information, you give your consent for us to use it for the purposes described in this Privacy Policy. However, please note that we will not use your sensitive information or the content of your conversations for marketing or advertising purposes.

## 3. How we protect your information

We employ a variety of industry-standard security technologies and procedures to safeguard your data against unauthorised access, disclosure, or use.

Your account is protected by a password, ensuring privacy and security. It is essential to choose a strong password, limit access to your computer or device and browser, and sign out after using your account to prevent unauthorised access to your personal information.

During transmission, all data are encrypted using standard Secure Socket Layer (SSL) encryption technology to encode information. Stored data are securely maintained on servers with multiple layers of security controls, including firewalls, role-based access controls, and passwords.

While we make reasonable efforts to protect your data, it's important to note that no technology, data transmission, or system can guarantee absolute security. In the event of a security breach that leads to accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access to your data, we will promptly notify you.

## 4. Where we store your information

Our Services are operated from Germany and the United States of America. If you are located in another jurisdiction, please be aware that the information you provide to us may be transferred to, stored, and processed in the USA as well as Germany, which may have privacy laws that are not as comprehensive as those in your country of residence or citizenship.

## 5. How we share your information

A. Service providers: We share your information with trusted companies and individuals who provide services on our behalf or assist us in operating the Services or our business. These services may include information technology, hosting, customer support, email delivery, and website analytics. While we engage marketing service providers to assist us, we do not share the content of your conversations for marketing or advertising purposes. For instance, we may share your email address with marketing service providers to send marketing emails on our behalf or identify individuals who may be interested in our Services. We ensure that these marketing service providers agree not to use your email address for any other purpose.

B. Professional advisors: When necessary for professional services rendered to us, we may share information with professional advisors such as lawyers, bankers, insurers, and auditors.

C. Advertising partners: Information about visitors to our Website, including links clicked, pages visited, IP address, advertising ID, and browser type, may be shared with advertising companies for interest-based advertising and marketing purposes. This sharing enables us and our advertising partners to deliver targeted advertisements to you and others. However, we will never share your conversations or any content provided through the chat with our advertising partners, nor will we use such information for marketing or advertising purposes.

D. Authorities and others: In good faith, we may share information with law enforcement, government authorities, and private parties when necessary or appropriate for legal compliance and protection, as described in Section 2.A.

E. Business transferees: In the event of corporate divestiture, merger, consolidation, acquisition, reorganisation, sale, or disposition of our business or assets, we may share information with acquirers and other relevant parties involved in the transaction or negotiations thereof, including in the context of bankruptcy or similar proceedings.

## 6. Data retention

We will retain your personal information for as long as necessary to fulfil the purposes for which it was collected, including legal, accounting, or reporting requirements.

To determine the appropriate retention period, we consider the quantity, nature, and sensitivity of the personal information, the potential risk of unauthorised use or disclosure, the purposes of processing the information, whether those purposes can be achieved by other means, and the applicable legal obligations.

## 7. Use of mindAvel by minors

The Services are intended for individuals who are 18 years of age or older. If we become aware that individuals under the age of 18 are using the Services, we will promptly terminate their access and delete their account. If you believe that a minor under the age of 18 has provided personal information to us through the Services, please contact us, and we will make efforts to delete that information from our databases.

## 8. Your rights and choices

### A. Opt-out of marketing communications

You have the option to unsubscribe or opt out of receiving marketing-related emails and communications by following the instructions provided in the communications or by contacting us using the information in the "Contact us" section below. However, please note that you may continue to receive non-marketing emails related to the Services.

### B. Opt out of selling personal information and sharing for targeted advertising

We share information with third-party advertising partners and allow them to collect data about your visit to our Website using cookies and other tracking technologies to display personalised advertisements across the web, as explained in the "How we share your information" section above. This sharing of information may be considered a "sale" or "sharing" of personal information or "targeted advertising" under applicable laws. To opt out of such disclosures and limit the use of tracking technologies, you can refer to our Cookie Policy or click the "Your Privacy Choices" link in the footer of our Website. Additionally, some internet browsers can be configured to send "Do Not Track" signals to online services, although we do not currently respond to such signals. For more information about "Do Not Track," you can visit <http://www.allaboutdnt.com>.

### C. Limit our use of sensitive personal information

If you decide to provide sensitive personal information in your messages and content, we will use it solely to facilitate your conversations with your AI coach, as described in the "Sensitive information" section above. If you do not want us to process your sensitive information for these purposes, please refrain from providing it. You can request the deletion of the information you have provided, as outlined in the "Personal information requests" section below.

### D. Personal information requests

We offer you choices regarding the handling of personal information that we control. Depending on your location and interactions with our Services, you may request the following in relation to your personal information:

- Information about how we have collected and used your personal information, which is already provided in this Privacy Policy.
- Access to a copy of the personal information we have collected about you, provided in a portable and machine-readable format where applicable.
- Correction of inaccurate or outdated personal information.

- Deletion of personal information that is no longer necessary for providing the Services or other lawful purposes. You can delete your account through your account settings.
- Withdrawal of consent, where we have collected and processed your personal information based on your consent. However, withdrawing consent will not affect the lawfulness of any processing conducted prior to the withdrawal.
- Additional rights, such as the right to object to and request restrictions on our use of personal information.

To exercise any of these rights, please contact us using the information provided in the "Contact us" section below. We may require specific details from you to verify your identity. Depending on your jurisdiction, you may also be able to authorise an agent to make requests on your behalf, subject to verification of their identity and authority as required by applicable laws. We respect your right to exercise these rights without facing any discriminatory treatment.

Please note that in certain situations, there may be limitations on your choices, such as when fulfilling your request would infringe upon the rights of others, interfere with our ability to provide requested services, or comply with legal obligations or enforce our legal rights. If you are dissatisfied with our response to your request, you have the right to lodge a complaint by contacting us as provided in the "Contact us" section below. Depending on your jurisdiction, you may also have the right to lodge a complaint with a data protection regulator.

#### 9. Changes to this Privacy Policy

mindAvel and our business may undergo changes, which may require us to modify this Privacy Policy. We reserve the right to update or make changes to this Privacy Policy at any time and without prior notice. We recommend that you review this page regularly to stay informed about our privacy practices. The last update to this Privacy Policy was made on the date mentioned above.

#### 10. Contact us

If you have any questions, concerns, or inquiries regarding this Privacy Policy or our privacy practices, you can reach us by sending an email to [hello@mindavel.com](mailto:hello@mindavel.com). We will strive to respond to your communication in a timely manner.