

At MotivatedSteps, we are dedicated to maintaining the privacy and integrity of your Personal Information.

## **Consent**

By using the platform, providing us your Personal Information or by making use of the features provided by the platform or by making a payment to MotivatedSteps, you hereby provide your consent to the gathering, storage, processing, disclosure and transfer of your personal information in accordance with the provisions of this Privacy Policy.

You acknowledge that you simply simply are providing your Personal Information out of your discretion, either on to MotivatedSteps or through a third-party or your organisation. you'll even have an option to withdraw your consent at any point, provided such withdrawal of consent is intimated to us in writing to khushal@motivatedsteps.com. Notwithstanding this, if you're accessing our platform through a third-party or your organisation, you will have an option to withdraw your consent at any point, provided you explicitly inform the third party or your organisation about such withdrawal of consent in writing, who would then inform us to need the suitable action. If you're doing not provide us along side your Personal Information or if you withdraw the consent at any point in time, we shall have the selection to not fulfil the requirements that the said Personal Information was sought which we may restrict your use of the platform.

## **Personal Information**

To enable you to interact with our services, we'll use personal information about yourself - provided on to us or to a third party or your organisation - to contact or identify you, like your name, phone number, emergency contact number, gender, occupation, hometown, personal interests, your email address, reason(s) for cancelling a gathering with a healthcare professional, medical history and therefore the other information that the Wellness Professional might require from you. We also collect information you provide from responses, assessments or the feedback you send to us. If you communicate with us by email or phone, any information provided in such communication could even be collected as personal information ("Personal Information"). the most reason we collect this Personal Information is to provide you a smooth, efficient and customised experience.

### **We may use your Personal Information to:**

- Identify and reach you;
- Resolve service and billing problems via telephone or email;
- Assist you in scheduling appointments, remind you of upcoming or follow-up appointments, also as cancelled appointments;
- Provide you with further information, products and services and newsletters;
- Better understand users' needs and interests;
- Personalise your experience;

- Run statistical research (such research will only use your information in an anonymous way **and can't** be linked back to you);
- Detect and protect us against error, fraud, and other criminal activity;
- **perform** statistical research (such research will only use **the knowledge** anonymously **and can't** be connected to you);
- Detect and defend us from errors, fraud and other criminal activities;
- Make disclosures as could even be required under applicable law;
- Improve our platform so on raised serve you; • Allow us to raised service you in responding to your customer service requests;
- Administer a contest, promotion, survey or other site feature;
- Quickly process your transactions.

Your information is used by the Wellness Professionals to make better assessments about your condition and hence to provide you with best suited counselling service. The therapist working with you keep your personal details secure and do not share it with other professionals. And, there may even be several times when the Wellness Professionals are working together to make a better diagnosis and customize the counseling sessions. In such instances, only limited information is shared with others as needed (about your condition / difficulty, not your name and other contact information).

## **Updating Personal Information**

If your Personal Information changes, or if you'd wish to update or correct your Personal Information or have any grievance with regard to the processing or use of your Personal Information, for any reason, you'll send updates and corrections to us at [support@theMotivatedSteps.com](mailto:support@theMotivatedSteps.com) which we'll take all reasonable efforts to incorporate the changes within a cheap period of some time. If you provide your Personal Information to a third-party platform from which you're using our services, MotivatedSteps won't be able to make any changes to the same and you will got to contact the third-party platform so on update your Personal Information. Some Personal Information, like your answers to online assessments, cannot be updated or deleted once submitted. If you want us to urge obviate your records from our system, please contact us at [khushal@motivatedsteps.com](mailto:khushal@motivatedsteps.com) which we'll decide to accommodate your request if we do not have any legal obligation to retain such information Please note that we are forced to maintain such information— by regulation or in compliance with professional standards— for record-keeping purposes (including, but not limited to, payment history, reviews, etc.), and that there may also be residual information that may exist in our databases and other documents that will not be deleted from them, irrespective of our attempts to delete information.

## **Cookies**

We also use "cookies" to gather information and to enhance your experience on our website. A cookie could also be a tiny file that we pass for record-keeping purposes to the hard disk of your computer. For two reasons, we use cookies. Second, we can use several persistent cookies to avoid wasting" > to save tons of user

credentials for future service logins. Second, we may use session ID cookies to allow certain features of the services, raise awareness of how you communicate with the services, and track aggregate use of the services by users and the routing of online traffic on the services. Unlike persistent cookies, session cookies are deleted from your computer once you log off from the services then close your browser. We may accompany third parties that place or read cookies on your browser to reinforce your user experience. In such cases, by using the third party services through our platform, you consent to their Privacy Policy and terms of use and comply with not hold MotivatedSteps liable for any issues arising from such use. You will advise your browser to stop accepting cookies or ask you to accept a cookie from the websites you are visiting by changing its options. However, if you do not accept cookies, you will not be able to use all of the platform's features or functions.

## **Logging Data**

Our servers will automatically record information that your user sends ("Log Data") when you access the site. This Log Data may include details such as the Internet Protocol ("IP") address of your computer, browser version, or the website you visited before you came to our services, network sites, and services that you simply visit, the time spent on those pages, information you search for on our services, access times and dates, and other statistics. We use this information to analyse trends, administer the situation, track your movement, gather broad demographic information for aggregate use, increase user-friendliness and tailor our services to raised suit your needs.

## **Confidentiality**

MotivatedSteps therapists maintain the confidentiality of knowledge disclosed during personal consultation. Any information shared with MotivatedSteps is confidential and not shared with anyone, including your organisation. However, there are certain exceptions where confidentiality could even be breached.

The case where confidentiality are getting to be breached is if:

- the expert perceives there to be a big and/or significant and/or imminent risk of harm to the health or safety of a private or the overall public or self;
- disclosure is required by law;
- you file a private healthcare claim and thus the insurer requires information.

Apart from the reasons outlined above, the private Information shared on MotivatedSteps will only be shared with others after permission has been granted by you orally or by way of email/letter/fax. The User agrees to indemnify MotivatedSteps for any breach in confidentiality of the User's Personal Information. If the User accesses MotivatedSteps through a third-party platform the User indemnifies MotivatedSteps against any data breaches that occur because of any acts of commission or omission from the third-party platform.

## **Third Party Disclosure**

MotivatedSteps doesn't sell or trade your Personal Information to 3rd parties unless we provide you with advance notice. However, this

does not extend to any storage or transfer to and from website hosting partners and other parties that assist us in the operation of our network, conducting our business, analyzing your data, or serving you, as long as those parties are confidential with this information. We will also disclose your information as soon as we believe that disclosure is appropriate to the law, enforce our website policies, or protect the rights, property, or security of others.

## **Security**

We use administrative, physical and technological measures designed to protect and prevent unauthorized access, use and disclosure of information under our control. Once we collect, maintain, access, use, or disclose your Personal Information, we'll do so using systems and processes consistent with industry standards in information privacy and security. None of the choice or online video sessions are recorded. Keep with professional standards, Wellness Professionals might be required to require care of records of both online and offline sessions. We strongly discourage you from posting your Personal Information in forums, comments or other publicly accessible places on our website given the security measures implemented by us. MotivatedSteps shall not be held responsible for use or misuse of any information concerning or shared by the User with regard to its services. The User won't hold MotivatedSteps responsible of any issue regarding data storage and/or security. It's your responsibility to form sure the privacy and security of your email account and phone messages so as that they can not be accessed by third-party. MotivatedSteps will use one or both of these channels to talk with you regarding a spread of knowledge regarding your psychological wellness. MotivatedSteps shall not be

liable for any breach in confidentiality, should your email or text messages be accessed by a third-party, with or without your consent.

## **Links**

There may be links to other third party sites on the platform. The third party sites aren't necessarily under the control of MotivatedSteps. Please note that MotivatedSteps isn't responsible for the privacy practices of such third party sites. MotivatedSteps encourages you to recollect once you allow the websites and to read the privacy policies of each and every third party site that collects Personal Information. If you decide to access any of the third-party sites linked to the platform, you're doing this entirely at your own risk. Any links to any partner websites is that the responsibility of the linking party, and MotivatedSteps shall not be responsible for notification of any change in name only only or location of any information on the websites. MotivatedSteps isn't responsible for the use of any Personal Information that you simply simply voluntarily disclose through a forum or through the online site or other services.

## **Persons Below The Age of 18**

Our services aren't specifically directed to persons under the age of 18 years. we do not knowingly solicit anyone under the age of 18 to participate independently in any of our services.

## **Changes To Policy**

MotivatedSteps reserves the right to vary or remove any a neighborhood of the Privacy Policy all of sudden or liability to you or any third party. within the event there are significant changes within the way we treat your Personal Information, or within the Privacy Policy, we may take reasonable effort, but are in no way obligated, to display a notice on the platform or send you an email, so as that you're going to review the changed terms before continuing to use the platform. As always, if you object to any of the changes to our terms, and you not wish to use the platform, you'll contact MotivatedSteps to discontinue using our platform and deactivate your account if you're registered with us directly. If you are signed up on our platform using a third-party platform or are accessing our services through your employer, then in order to deactivate your account or no longer use our services, you will have to contact the third party platform or your employer.

Unless stated otherwise, our current Privacy Policy applies to all information that MotivatedSteps has about you and your account. Using the services on the platform or accessing the platform after a notice of change has been sent to you or published on our platform shall constitute your consent to the changed terms.

## **Jurisdiction**

Any and all disputes arising between the user and MotivatedSteps with regards to this Policy, including the interpretation of the terms of this Policy shall be subject to the exclusive jurisdiction of the courts at Nagpur, India.

## Contact Information

Registered Address: Gandhibagh, Itwari, Nagpur, Maharashtra –  
440002

E-mail: [khushal@motivatedsteps.com](mailto:khushal@motivatedsteps.com)