

## Privacy Policy

**Last updated:** January 7<sup>th</sup>, 2028

**No Shame, Get Help** (“we,” “our,” or “us”) is committed to protecting your privacy and treating your information with care, respect, and confidentiality. This Privacy Policy explains how we collect, use, share, and safeguard information when you use our mobile application focused on mental health, wellness, and crisis support.

By using the app, you agree to the practices described in this policy.

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### 1. Information We Collect

#### Information You Provide Voluntarily

You may choose to provide information such as:

- Messages, journal entries, or responses entered into the app

You are not required to provide identifying information to access many features of the app.

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#### Mental Health and Wellness Information

Depending on app functionality, you may choose to share:

- Self-reported mental health or wellness information
- Mood check-ins, screening results, or coping preferences
- Crisis-related inputs or requests for support

This information is considered **sensitive** and is collected **only with your consent**. It is used solely to provide app functionality, support, and improvement.

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#### Information Collected Automatically

When you use the app, we may collect limited technical data, including:

- Device type and operating system
  - App version
  - Anonymous usage statistics (features used, session duration)
  - Crash and performance logs
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### 2. How We Use Your Information

We use information to:

- Provide mental health, wellness, and crisis-support features
- Improve app performance, accessibility, and user experience
- Respond to support inquiries
- Deliver service-related notifications
- Analyze anonymized usage trends
- Maintain safety, security, and legal compliance

We **do not** use personal or mental health information for advertising purposes.

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### 3. Crisis and Emergency Disclaimer

**No Shame, Get Help is not an emergency service.**

If you are in immediate danger or experiencing a mental health emergency, please contact local emergency services or a crisis hotline (e.g., call or text **988** in the U.S.).

Information shared in the app does not replace professional medical or mental health care.

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#### 4. Sharing of Information

We **do not sell or rent your personal information**.

We may share limited information only:

- With trusted service providers (e.g., secure hosting, analytics) who are contractually required to protect confidentiality
- If required by law, court order, or legal process
- To prevent serious harm to you or others, consistent with applicable laws

Any shared data is limited to what is necessary and appropriate.

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#### 5. Data Security

We use reasonable administrative, technical, and physical safeguards to protect your information, including:

- Secure servers and encrypted connections
- Restricted access to sensitive data
- Ongoing monitoring for security risks

While we take strong precautions, no system can be guaranteed 100% secure.

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#### 6. Data Retention

We retain personal and mental health information only as long as necessary to:

- Provide app services
- Meet legal or regulatory requirements
- Improve safety and quality

You may request deletion of your data at any time.

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#### 7. Children's Privacy

The app is **not intended for children under 13** unless explicitly stated and supported by parental or guardian consent.

We do not knowingly collect personal information from children without appropriate consent. If such information is discovered, it will be deleted promptly.

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#### 8. Your Rights and Choices

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

- Access or review your information
- Correct inaccurate data
- Request deletion of your data
- Withdraw consent for certain data uses

To exercise these rights, contact us using the information below.

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#### 9. Third-Party Services

The app may link to third-party resources (e.g., crisis hotlines, educational materials). We are not responsible for the privacy practices of those services and encourage reviewing their policies.

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#### 10. Changes to This Policy

We may update this Privacy Policy as the app evolves. Updates will be posted in the app with a revised “Last updated” date. Continued use indicates acceptance of changes.

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#### **11. Contact Us**

If you have questions, concerns, or requests regarding privacy, please contact:

**Organization:** Mental Health America of Hawaii

**Email:** [info@mentalhealthhawaii.org](mailto:info@mentalhealthhawaii.org)

**Website:** [mentalhealthhawaii.org](http://mentalhealthhawaii.org)

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#### **Important Note**

This app does **not** claim HIPAA compliance unless explicitly stated in writing and supported by appropriate safeguards and agreements.