

# HEAL Innovations, Inc.

## Privacy Policy

Effective: September 23, 2021

This Privacy Policy (“Policy”) describes how HEAL Innovations, Inc. (“HEAL Innovations,” “we,” “our,” “us”) collects, uses, and discloses certain personal information obtained through our website (“Site”), which is located at <https://healinnovations.com> and through the Heal Web App (“App”), which is available through the Site or at <https://healfromsexualabuse.com>. By visiting our Site, App, or by using the features made available to you on either platform (collectively, the “Services”), you are agreeing to the terms of this Policy.

### What Information We Collect and Maintain About You

We collect information from you directly when you provide it to us through the Services. We may also automatically collect certain information about you and your computer, smartphone, or other device when you use, access, or interact with our Services.

***Personal information collected through the App.*** If you sign up and use the App, we may collect the following categories of information about you:

- Information you input into your daily tracker, such as your behaviors, moods, triggers, mindsets, and other health information that you choose to provide.
- Information regarding your support group, including which sessions you attended and any feedback you provide regarding the sessions.
- Profile information, such as your name, username, and password.
- Communications information, such as your email address and phone number, as well as information about your SMS and email preferences.
- Billing information, such as your payment card information.

Please note that we may record any video sessions you may attend with your support group and the recordings will be maintained by us for our records. By participating in these sessions, you consent to these recordings.

***Personal information collected through the Site.*** If you sign-up to volunteer with us, make a purchase, or sign-up for our newsletter, we will collect your personal information. This information may include your name, contact information (physical address and email address), and payment card information. Please note that, if you choose to make a donation to Sacred Innocence International, Inc. through us, you will be redirected to Global Giving (<https://www.globalgiving.org/>). The information that you provide through their site will be governed by Global Giving’s privacy policy.

***Server logs.*** Server logs automatically record information and details about your online interactions with us. For example, server logs may record information about your visit to the Services on a particular time and day and collect information such as your device ID or IP address.

***Pixel tags.*** A pixel tag (also known as a web beacon, clear GIF, pixel, or tag) is an image or a small string of code that may be placed in an advertisement, or email. It allows companies to set or read cookies or transfer information to their servers when you load a webpage or interact with online content. For example, we or our service providers may use pixel tags to determine whether you have interacted with a specific part of our Services, viewed a particular advertisement, or opened a specific email.

***Cookies.*** We also use cookies on the Services. Cookies are small files that are stored on your computer by your web browser. A cookie allows the Site to recognize whether you have visited before and may store user preferences and other information. For example, cookies can be used to collect or store information about your use of the Site during your current session and over time (including the pages you view and the files you download), your computer's operating system and browser type, your Internet service provider, your domain name and IP address, your general geographic location, the website that you visited before the Site, and the link you used to leave the Site. If you are concerned about having cookies on your computer, you can set your browser to refuse all cookies or to indicate when a cookie is being set, allowing you to decide whether to accept it. You can also delete cookies from your computer. However, if you choose to block or delete cookies, certain features of the Site may not operate correctly.

***Third-party plugins.*** Our Services may include plugins from other companies, including social media companies (e.g., the Facebook "Like" button). These plugins may collect information, such as information about the pages you visit, and share it with the company that created the plugin even if you do not click on the plugin. These third-party plugins are governed by the privacy policies and terms of the companies that created them.

***Third-party online tracking.*** We also may partner with certain third parties to collect, analyze, and use some of the personal and other information described in this section. For example, we may allow third parties to set cookies or use web beacons on the Services or in email communications from us. This information may be used for a variety of purposes, including website analytics, as discussed below (see the section entitled "How We Share Your Information").

***Aggregated and deidentified information.*** From time to time, we may also collect and share aggregated or deidentified information about users of the Services, such as by publishing a report on trends in the usage of the Services. Such aggregated or deidentified information will not identify you personally.

## **How We Use and Process Your Information**

We use the information that we collect for a variety of purposes. Our legal bases for processing your personal information are: 1) our legitimate interest in running and maintaining our business; 2) performance and fulfillment of our contracts; 3) your consent; and 4) compliance with our legal obligations. In many instances, more than one of these legal bases apply to the processing of your personal information.

The purposes for which we may use your information include to:

- Provide you with our Services;
- Respond to your questions or requests concerning the Services;
- Fulfill the terms of any agreement you have with us;
- Fulfill your requests for our Services or otherwise complete a transaction that you initiate;
- Send you information about our Services and other topics that are likely to be of interest to you, including newsletters, updates, or other communications, including promotional emails;
- Deliver confirmations, account information, notifications, and similar operational communications;
- Improve your user experience and the quality of our products and Services;
- Comply with legal and/or regulatory requirements;
- Aggregate and deidentify information;
- Count and recognize visitors to the Services;
- Analyze how visitors use the Services and its features;
- Improve the Services and enhance users' experiences with the Services;
- Create new products and services or improving our existing Services;
- Enable additional analytics and research concerning the Services; and
- Manage our business.

We may link information gathered through Services with information that we collect in other contexts. In that event, we will handle the combined information in a manner consistent with this Policy.

### **With Whom and Why We Share Your Information**

We share your information with other parties for a variety of purposes, as described below.

***Third-party service providers.*** HEAL Innovations uses third-party service providers that perform services on our behalf, including web-hosting companies, mailing vendors, and analytics providers. These service providers may collect and/or use your information, including information that identifies you personally, to assist us in achieving the purposes discussed above.

We may share your information with other third parties when necessary to fulfill your requests for services; to complete a transaction that you initiate; to meet the terms of any agreement that you have with us or our partners; or to manage our business.

***Analytics.*** We partner with certain third parties to obtain the automatically collected information discussed above and to engage in analysis, auditing, research, and reporting. These third parties may use web logs or web beacons, and they may set and access cookies on your computer or other device. In particular, the Site uses [Google Analytics](#) to help collect and analyze certain information for the purposes discussed above. You may opt out of the use of cookies by Google Analytics [here](#).

**Legal purposes.** We also may use or share your information with third parties when we believe, in our sole discretion, that doing so is necessary:

- To comply with applicable law or a court order, subpoena, or other legal process;
- To investigate, prevent, or take action regarding illegal activities, suspected fraud, violations of our terms and conditions, or situations involving threats to our property or the property or physical safety of any person or third party;
- To establish, protect, or exercise our legal rights or defend against legal claims; or
- To facilitate the financing, securitization, insuring, sale, assignment, bankruptcy, or other disposal of all or part of our business or assets.

## **Your Choices**

If you wish to access, change, or delete any information that we have collected about you, you may contact us at [support@healinnovations.com](mailto:support@healinnovations.com). You can also access your account and make changes to your profile information within the App itself.

You may opt out of any marketing emails or text messages you receive from us by following the instructions in those emails or by emailing us at [support@healinnovations.com](mailto:support@healinnovations.com)

## *International users*

If you are a resident of the EU, UK, or another jurisdiction with an applicable privacy law, you may have certain rights available to you. These rights may include:

- The right to be informed about our data collection practices;
- The right to access and rectify your data;
- The right to erase or delete your data;
- The right to data portability;
- The right to restrict and object to the processing of your data (including for direct marketing purposes);
- The right to opt-out of marketing emails and text messages;
- The right to limit our use of any automated decision-making processes;
- The right to lodge a complaint to your local data protection authority; and
- The right to withdraw consent (to the extent applicable).

To exercise any of the rights listed above, please contact us via email at [support@healinnovations.com](mailto:support@healinnovations.com). We will respond to your request as soon as reasonably possible but no longer than 30 days.

## **External Links**

The Services may contain links to third-party websites. If you use these links, you will leave the Services. We have not reviewed these third-party sites and do not control and are not responsible for any of these sites, their content, or their privacy policy. Thus, we do not endorse or make any representations about them, or any information, software, or other products or materials found

there, or any results that may be obtained from using them. If you decide to access any of the third-party sites listed on our website, you do so at your own risk.

### **Data Security**

We employ physical, technical, and administrative procedures to safeguard the personal information we collect. However, we cannot ensure or warrant the security of any information you transmit to the Services or to us, and you transmit such information at your own risk.

### **Data Retention**

We retain personal information about you necessary to fulfill the purpose for which that information was collected or as required or permitted by law. We do not retain personal information longer than is necessary for us to achieve the purposes for which we collected it. When we destroy your personal information, we do so in a way that prevents that information from being restored or reconstructed.

### **International Users**

The information that we collect through or in connection with the Services is transferred to and processed in the United States for the purposes described above. We also may subcontract the processing of your data to, or otherwise share your data with, affiliates or third parties in the United States or countries other than your country of residence. The data-protection laws in these countries may be different from, and less stringent than, those in your country of residence. By using the Services or by providing any personal or other information to us, you expressly consent to such transfer and processing.

### **Children**

Content regarding the Services is directed at individuals over the age of 18 and is not directed at children under the age of 13. We do not knowingly collect personally identifiable information from children under the age of 13.

### **Changes to this Policy**

We may make changes to the Services in the future and as a consequence will need to revise this Policy to reflect those changes. We will post all such changes on the Services, so you should review this page periodically. If we make a material change to the Policy, you will be provided with appropriate notice.

### **How to Contact Us**

Should you have any questions or concerns about this Policy, you can contact us by email at [support@healinnovations.com](mailto:support@healinnovations.com).