

MeTime Healing Privacy Policy

Effective Date: December 24th, 2025

At **MeTime Healing LLC** (“MeTime Healing,” “we,” “our,” or “us”), your trust matters. This Privacy Policy explains how we collect, use, disclose, and protect personal information when you access our websites, applications, and related services (collectively, the “**Services**”).

MeTime Healing provides culturally aware, preventative, and whole-person wellbeing services, including coaching, guided programs, AI-assisted tools, and access to licensed professionals (“Care Providers”). Some services involve regulated healthcare activities and are handled in accordance with applicable health privacy laws.

1. Acceptance of This Privacy Policy

By accessing or using the Services, you agree to the collection and use of your personal information as described in this Privacy Policy and our Terms of Use. If you do not agree, please do not use the Services.

2. Personal Information We Collect

A. Information You Provide

- **Contact Information:** Name, email address, phone number, address
- **Account Information:** Login credentials, preferences, language, cultural context
- **Demographic Information (Optional):** Age, gender, ethnicity, sexual orientation, disabilities, veteran status
- **Wellbeing & Health Information:** Reflections, assessments, therapy or coaching communications
- **Uploaded Content:** Profile images, forum posts, messages, audio or visual files
- **Payments:** Billing details processed by secure third-party payment providers
- **Support Communications:** Emails, chats, and technical support requests

B. Information from Partners

- Limited administrative data from employers, sponsors, or organizations providing access
- Eligibility verification and referral details

C. Information Collected Automatically

- IP address, device identifiers, browser type, operating system

- Usage data such as pages viewed and session duration

D. De-Identified & Aggregated Data

We may use anonymized or aggregated data for research, analytics, and service improvement. This data cannot reasonably identify you.

3. Therapy, Coaching & AI Communications

Chats, messages, and sessions with coaches or therapists are generally private. We do not routinely monitor communications but may review content:

- For safety and harm prevention
- For quality assurance
- To prevent misuse of the platform
- To comply with legal obligations

All reviews are conducted under applicable confidentiality, HIPAA, and privacy standards.

AI-Assisted Services & Automated Tools

MeTime Healing uses AI-assisted technologies to support wellbeing experiences on the Platform. These technologies may include guided reflections, program recommendations, educational content, administrative assistance, and optional automated interactions.

AI-assisted features on the Platform:

- Are designed to **support wellbeing**, not replace human judgment or care
- Are **not licensed healthcare providers**
- Do **not provide medical, psychological, or clinical diagnoses**
- Do **not prescribe treatment** or make emergency determinations

Any content generated by AI is provided for **informational and supportive purposes only** and should not be relied upon as a substitute for professional medical advice, diagnosis, treatment, or clinical judgment.

By using AI-assisted features, you acknowledge and agree that:

- AI outputs may be **incomplete, inaccurate, generalized, or not appropriate** for your specific circumstances
- Human review or escalation **may not always occur automatically**
- You remain responsible for decisions or actions taken based on AI-generated content

Where appropriate or required for safety, quality, or legal compliance, MeTime Healing may:

- Monitor AI interactions to prevent misuse or harm
- Escalate interactions to human support or licensed professionals
- Limit, suspend, or disable AI features for certain users or use cases

4. Cookies & Tracking Technologies

We use cookies, pixel tags, and similar technologies to:

- Enable core functionality and security
- Remember preferences
- Analyze usage and improve services

Types of cookies include:

- Strictly necessary
- Functional
- Performance/analytics
- Third-party cookies

You can manage cookies through your browser settings. Disabling cookies may affect functionality.

5. How We Use Personal Information

We use personal information to:

- Provide, personalize, and improve our Services
- Support your wellbeing journey
- Communicate updates, support, and service-related messages
- Manage billing and subscriptions
- Ensure safety, security, and legal compliance
- Generate anonymized insights to improve inclusivity and quality

Use of Personal Information in AI Systems

Personal information may be processed by AI-assisted systems solely for the purposes described in this Privacy Policy, including:

- Delivering personalized wellbeing content
- Supporting platform functionality and user experience
- Improving safety, accuracy, and effectiveness of services

AI systems operate under **human oversight**, defined use limitations, and internal safeguards.

6. How We Share Personal Information

We may share personal information with:

- **Service Providers** performing services on our behalf
- **Care Providers** involved in services you choose
- **Healthcare Providers** when part of a care plan
- **Legal or Safety Authorities** when required by law
- **Business Successors** in the event of a merger or restructuring

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

7. Mandated Reporting

Licensed therapists are legally required to report suspected abuse or imminent danger to appropriate authorities. Disclosure is limited to what is legally required.

8. Data Retention

We retain personal information only as long as necessary:

- While your account is active
- To fulfill the purposes outlined in this Policy
- To meet legal obligations

Inactive accounts may be purged after one year, subject to legal requirements.

9. Security

We use reasonable technical, administrative, and physical safeguards, including:

- Encryption in transit and at rest
- Secure servers
- Role-based access controls
- Firewalls and monitoring

No system can guarantee absolute security.

AI Limitations & Emergency Use Disclaimer

The Platform, including AI-assisted features, is **not intended for crisis intervention or emergency use**.

If you are experiencing thoughts of self-harm, harm to others, or are in immediate danger, contact **local emergency services or a crisis hotline immediately**.

AI-assisted tools are **not designed to detect, diagnose, or respond to emergencies**.

10. Your Rights & Choices

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

- Access, correct, or delete your data
- Restrict or object to processing
- Request data portability
- Opt out of certain communications

To exercise your rights, contact **info@metimehealing.com**.

11. Age Eligibility

MeTime Healing is intended for individuals **18 years or older**. We do not knowingly collect personal information from minors. If such data is discovered, it will be deleted promptly.

12. International Data Transfers

Your information may be processed in the United States or other countries where our partners operate. Appropriate safeguards, including Standard Contractual Clauses, are used where required.

13. Notice for EEA, UK & Switzerland Residents

MeTime Healing acts as a **data controller** under GDPR. Legal bases for processing include:

- Contractual necessity
- Consent
- Legal obligation
- Vital interests
- Legitimate interests

You may lodge a complaint with your local data protection authority.

14. Non-Discrimination

MeTime Healing does not discriminate based on race, color, religion, gender identity, sexual orientation, age, disability, or military status.

15. Updates to This Policy

We may update this Privacy Policy from time to time. Material changes will be communicated appropriately.

16. Contact Us

MeTime Healing LLC

 info@metimehealing.com