# **Sisu Privacy Policy**

Your privacy is important. We have tried to write our Privacy Policy so that it is simple and clear. When you use Sisu ("we," "us," and "our") products and services, we collect personal information about you like your name and email address. We call this information your personal data. We want you to understand what information we collect about you and how we use it. You have rights over your personal data. We collect some data about you and we use your data to make Sisu better for all our current and future users.

When you sign up to use Sisu, you agree to our Terms of Service. Please read them.

Sisu is not a medical provider and we do not give medical advice. If you are experiencing a mental health crisis or a medical emergency, call 911.

We do not allow you to engage in illegal behavior or to use anybody else’s account. We may ban you from using Sisu if you use abusive language to talk to another user or to a coach or mentor on Sisu.

We hope you will read our Privacy Policy, so that you understand Sisu’s privacy practices. We are happy to answer any questions about our Privacy Policy or our Terms of Service. Please email us at info@sisu-way.co.

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## **We collect your personal data**

Our products and services need personal data to work. The types of personal data we collect depend on the products and features you use.

When you use a Sisu product or service, we might ask you for your name, email address, phone number, date of birth, password, username, gender identity, choice of pronoun, personal medical history, personal interests, pictures of your interests, or a picture of yourself.

We collect the date of your birthday to make sure you are 13 years old or older. We do not allow people younger than 13 years old to use any of our products or services. We may ask you to give us contact information for the person you want us to call, text, or email if you need help. It is your choice whether you want to give us this information.

We collect your responses to questions and prompts that ask you about your feelings, anxieties, and stresses. We collect your responses to prompts asking you to reflect on your current mood.

We collect your responses of “strongly agree,” “agree,” “neutral, “disagree,” or “strongly disagree” to questions regarding your self-assessment of your mental health.

We also save certain details about how you use our products and services. We might save the web pages you visit or details about the devices you use.

We may receive data about you from others. If your account was created by a parent or guardian, we collect the information your parent or guardian provided about you. We may also collect the contact information of people you trust for us to reach out to if you need help. If you use a Sisu product in your school, we may get information about you from your teacher or school administrator, such as your student ID number.

We may give you a choice about the data we collect. If you choose not to give us data that we need, you will not be able to use the product or service. For example, we need to know your birthday, because people younger than 13 years old cannot use Sisu’s products or services. If you do not give us optional data, you can use Sisu’s product or services, but some features may not work.

We will collect information that helps us make the Sisu products and services work. We may collect information about the type of device you are using: Apple, Android, Linux, or other. We may collect your device’s ID, your operating system version, your location, and information about how you use your Sisu account. When we partner with your school, we may collect your student ID number or other school information.

If you use Sisu to text with a person who helps to coach, mentor, or talk with you, we will collect those texts. If you post videos or photos to Sisu, we may collect and store that content. We may also collect your feedback on what you like or dislike about Sisu.

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### To make Sisu work, we may ask you for permission to access your camera or microphone. You can deny our request to access your device’s camera or microphone, but some features of Sisu will not work.

If you register your Sisu account by using your social login credentials, such as Google or Facebook, that social login company may send us information about your account, which we will collect and store. Please keep in mind that if someone else has access to the social login you use to register with Sisu, that person could also gain access to your Sisu account.

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## **The reasons we share your personal data, including instances when you may harm yourself or others**

We share personal data with your consent. We share data to provide products or services you use. We share information with other people when you tell us to, such as when you use Sisu to communicate with someone. If you use a Sisu product or service that your school provides to you, we may share information about your use of the product with your school.

We share personal data with other companies that work with us, who use the data in the way we tell them. We share personal data with coaches and mentors who provide you with the services and support offered by Sisu. We share data when a court orders us to do so with a warrant or subpoena, or to comply with a valid investigation request by local, county, state, or federal law enforcement. We share data to protect our customers and to help secure our products. We share data to protect the rights and property of Sisu and its users. We share data if we are acquired by or merge with another company.

We will share your personal data if we are worried you will harm yourself, such as in attempting to commit suicide, or worried that you will harm another person. We will also share your personal data if we are worried another person will harm you or is currently abusing you. In those circumstances, we will contact 911 emergency services to ensure you receive professional medical attention.

We will relay your personal information to emergency services to the extent it is necessary to connect you to professional medical attention. If we have a reason to think another person is abusing you, your local or federal laws may require us to report the potential abuse to the police or to a child protective service agency.

We collect your response to the weekly gem diary entry prompts. We share those responses with your parent or guardian if they also respond to that weekly gem diary entry.

Please be careful sharing your address, phone number, or personal information with other Sisu users.

Sisu will not sell your personal data. We will not use your personal data to target ads to you.

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## **Parental consent and control**

Your local laws might require us to get permission from your parent or guardian before you can use a Sisu product or service.

No matter where you live, your parent or guardian can decide what you are allowed to do while using your account. Depending on your local laws, your parent or guardian may also be allowed to see, edit, or delete the personal data we collect from you.

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## **How you can control your personal data**

You can make choices about the data we get and how we use it. You can access and delete some of your data through Sisu. You may need your parent’s or guardian’s permission to delete your data. You can choose whether to receive certain messages from Sisu.

You can contact us about more ways to control your personal data.

The laws where you live may give you rights to control your personal data. We provide the controls to all users wherever they live. For legal or other important reasons, we may limit your ability to access or control your personal data.

**You agree to communicate electronically and to receive calls and texts by phone**

Sisu is a website, so our communications will be electronic, such as emails, messages through the website, or text messages. You agree that all agreements, consents, notices, disclosures, or other communication may be done electronically. You agree that all electronic communication satisfies any legal requirement that such communications be written.

When you give us your phone number, you agree that Sisu may contact you by calling or texting you. You acknowledge that texts are less secure than communication done through our website or email.

## **Using Sisu services provided by your school**

If your school provides you access to Sisu, your school may share your personal data with us. Your school may share your student data with us. Your school may ask you to follow rules and policies they have for using Sisu products.

If you have questions about what data your school shares, please contact your school.

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### **We use cookies to collect and store your information**

We may use cookies or similar technology to collect and store your information. Cookies help us give you a good user experience. You may decline our cookies, but our website or app may not work as well.

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## **The security of your personal data**

We take cyber security precautions to keep your personal data safe. The security precautions we take help to prevent hackers from stealing or misusing your personal data. However, no website or app is perfectly secure, so do not share personal data with Sisu without being aware of the possibility of your personal data hacked or leaked.

You can help us to protect your personal data. Use strong passwords. Do not use passwords that are easy for friends, family, or strangers to guess. Do not use the same password for every website or app that you use. Do not share your password with anyone, unless they are a trusted adult, such as a parent or guardian. Be careful to only share your personal data online with people you trust. Do not share information online with strangers that could identify you or where you live. Please keep in mind that when you share personal data with someone online, they can forward it to many other people.

## **Where we store your personal data**

We keep your personal data on servers that may be located in the United States or in other countries. Regardless of the location of your personal data, we use strong cyber security. We protect your privacy and we comply with the law.

## **The amount of time we keep personal data**

We will keep your personal data for the amount of time needed to provide you with our services. Beyond that time, we may also keep your personal data to comply with the law. You control your data. If you want Sisu to stop or limit use of your data, please contact us by email at info@sisu-way.co.

## **We will not target advertising to children**

We may advertise to you on some of our services. If we know you are a child, we will not use your personal data to target ads to you. If you are a child and you see ads while using our services, those ads will not be chosen based on your personal data.

## **You have privacy rights**

You may review, request a copy, or edit your information. You may request more information from Sisu about what we provide to other parties. You may ask us to delete certain information or all information in your account. You may close your account at any time.

Sisu will not sell or license your personal information to third parties.

**We may update our Privacy Policy**

We sometimes update this page, such as when we want to make it clearer, when we create a new product or service, or to comply with changes in state of federal law.

We encourage you to check this page regularly for changes to the language. Please check the date at the top of this Privacy Policy page.

**How you can contact us**

If you have a question about our Privacy Policy, please email us at info@sisu-way.co. We will do our best to respond to questions or concerns within 15 calendar days.