

## Data Protection & Privacy Policy

This privacy policy sets out how Therapy Box Ltd uses and protects any information that you give Therapy Box Ltd when you use our apps or work with us. Therapy Box Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Therapy Box Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st August 2021.

### **What we collect and who has access and what do we do with your data?**

Each of our apps and business sections require different data collection. See each sections below for more information:

#### **Predictable**

- Crash data
- Name & email address
- Password
- App settings
- Speech History
- Saves phrases
- Media including voice files
- Other app usage data and preferences
- In Predictable the camera is used for head tracking (True Depth API) and to attach images to the phrases. The use of True Depth API is to stimulate the cursor using head movements.

#### **Who has access?**

- Crash data will only be available to **Therapy Box's development team**.
- Names and email addresses (when provided directly by the customer) will be accessible to members of our web development team, marketing team and support team.
- App settings, speech history, phrases and media are available to members of the development and support teams, but will not be accessed without a user's explicit consent.

#### **What do we do with your data?**

- We use crash data to find and fix issues with the apps; improving overall app experience. Crash data is completely anonymous and cannot be used to identify a user.
- We use name & email to respond in cases of support queries & to provide better support responses if you have emailed us before.
- Passwords, app settings, speech history, phrases and media are stored on our server to provide a backup to users and to allow them to sync their app across more than one device.
- We will periodically send out marketing messages via a mailing list.



- No information has been collected from the TrueDepth API. Default state of TrueDepth API usage is turned OFF in the application settings

### **Scene & Heard Pro, Dubdub Apps and Skoodal Apps**

- Crash data
- Name & email address (if you email us from within the app)

#### **Who has access:**

- Crash data will only be available to Therapy Box's development team.
- Names and email addresses (when provided directly by the customer) will be accessible to members of our web development team, marketing team and support team.

#### **What we do with your data:**

- We use crash data to find and fix issues with the apps; improving overall app experience. Crash data is completely anonymous and cannot be used to identify a user.
- We use name & email to respond in cases of support queries & to provide better support responses if you have emailed us before.

#### **Website**

- Name and job title
- Contact information including email address if you are ordering any items from us, we will store your address to save time the next time you make an order
- Other information relevant to customer surveys and/or offers

#### **Who has access:**

- Data will be available to members of the web development team, members of the marketing team and members of the retail and support team.

#### **What we do with your data**

- Names and email addresses (when provided directly by the customer) will be accessible to members of our web development team, marketing team and support team.
- We will periodically send out marketing messages via a mailing list.

### **Client Development and Research Project**

This depends on the type of project but could include information such as:

- Crash data
- Name & email address
- App usage data
- Survey responses
- Demographic data



### **Who has access:**

- Who has access will be clarified at the time of requesting the user data. We will provide an explanation of why the information needs to be available to an individual or team within the company at the time of requesting the data.

### **What we do with your data**

- We will also information you of how your data will be used upon request for the information.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. Customer data is securely stored on password protected accounts.

### **Links to other websites**

Our apps may contain links to other websites of interest (including social media pages such as Facebook and twitter). However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Our own website is also available from a link inside the app.

### **How we use cookies on our website**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyze web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyze data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.



## Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [info@therapy-box.co.uk](mailto:info@therapy-box.co.uk) and we will remove your details from our mailing list & our support directory. If you want to remove personal data, you can delete it from within the app.
- If you want to remove all personal data including your email address & name, you can delete your account from inside the app (in settings > user) or by logging into [www.therapy-box.co.uk/login](http://www.therapy-box.co.uk/login) and deleting the account from inside settings.
- You can update your name, email address and password by logging into your account on [www.therapy-box.co.uk/login](http://www.therapy-box.co.uk/login) and clicking on the settings icon in the top right of the screen.
- Whenever you are asked to fill in a form on our website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think may not be interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small administration cost may be charged.

If you believe that any information we are holding on you is incorrect or incomplete, and you are not sure how to correct this without assistance, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

## Safeguarding information provided to Therapy Box

- If you are a client or partner working with Therapy Box and we have requested data to use in a project, we will happily work with you to create an agreement stipulating exactly how the data should be used and who will have access.

## Compliance with Families Policy Requirements

Therapy Box Ltd is committed to ensuring that our Predictable, Scene and Heard pro and other all app complies with the Families Policy Requirements. We prioritize the protection of personal and sensitive user data, especially when our app is used by families and children.

## Data Collection for Children and Families

Our Predictable, Scene and Heard pro app may be used by children and their families. We take great care to collect and handle data from these users in a manner that respects their privacy and complies with the Families Policy Requirements. Here's how we handle data for children and families:

- We do not knowingly collect personal information from children under the age of 13 without verifiable parental consent. If we become aware that we have collected personal



information from a child without such consent, we will take steps to remove that information from our systems.

- For users under the age of 18, we encourage parents or legal guardians to review our privacy policy and exercise control over their child's data by managing their account settings.

### **Parental Controls and Consent**

We understand the importance of parental involvement and consent in the context of child and family privacy. Parents and legal guardians are encouraged to:

- Review and monitor their child's use of the Scene and Heard App.
- Contact us at [info@therapy-box.co.uk](mailto:info@therapy-box.co.uk) if they have any concerns or would like to request the removal of their child's information.
- Provide consent for the collection of personal information for users under the age of 13.

### **Data Security for Families**

We are dedicated to maintaining the security and privacy of all user data, including data related to families and children. To ensure the safety of this information:

- We have implemented suitable physical, electronic, and managerial procedures to safeguard and secure the data we collect.
- Parents and legal guardians can exercise control over their child's account settings and permissions, ensuring that their child's data is handled in a manner consistent with their preferences.

### **Contact Us**

If you have any questions or concerns about how we handle data in the context of families or if you need assistance with managing your child's account, please contact us at [info@therapy-box.co.uk](mailto:info@therapy-box.co.uk). We are here to provide support and ensure that your family's privacy is respected and protected.