

Privacy Policy

Last update: 05/20/2019

At our App, respect for your privacy is foundational to everything we do. Since we started this App, we have strived to build our Services with a strong set of privacy principles in mind.

This Privacy Policy describes how we collect, use and disclose information, and what choices you have with respect to the information. We are committed to protecting and respecting your privacy. We recommend you read this privacy policy and contact us without hesitation if you have additional questions.

When we refer to “our App”, “we”, “our”, “us”, we mean Plinth Group, LLC.

This policy how any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

Information We Collect And Receive

Our App must receive or collect some information to operate, provide, improve, customize, support, and market our Services, including when you install, access, or use our Services. The types of information we receive and collect depend on how you use our Services.

We may collect and process the following data about you:

Information that you provide by filling in forms on our application (“our app”).

This includes information provided at the time of registering to use our app, downloading and sharing data via our app, posting material on your profile, letters, or requesting further services. We may also ask you for information when you report a problem with our app.

The information which you provide us may include your e-mail address and username; password account information.

Customer Support. You may provide us with information related to your use of our services, including copies of messages and how to contact you so that we can provide you with customer support. For example, you may send us an email with information relating to our app performance or other issues. If you contact us, we may keep a record of that correspondence.

Automatically Collected Information

Usage and Log Information. We collect information about your activity on our services, like service-related, diagnostic and performance information. This includes information about your activity (including how you use the service, your service settings, how you interact with others using our services, and the time, frequency, and duration of your activities and interactions), log files, and diagnostic, crash and performance logs and reports. This also includes information about when you registered to use our services, the features you are using on our App like our messaging and when you last used our service, and when you last updated your information.

Where we store your personal data. We may use such as Amazon, to store your data. By submitting your personal data, you agree to this transfer, storing or processing to jurisdictions outside the EEA. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL or other appropriate technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our App, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our App; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

How We Use Information

We use the information we have (subject to choices you make) to operate, provide, improve, customise, support and market our Services. Here's how:

Uses made of the information

Our Services. We use the information we have to operate and provide our Services, including providing customer support, and improving, fixing and customizing our services. We understand how people use our Services and analyze and use the information we have to evaluate and improve our Services, research, develop and test new services and features, and conduct troubleshooting activities. We also use your information to respond when you contact us.

Safety And Security. We verify accounts and activity, and promote safety and security on and off our Services, such as by investigating suspicious activity or violations of our Terms or Community Guidelines, and to ensure our Services are being used legally.

Please also note that information we hold and information that you share may be passed to the appropriate authorities or regulators where: this is required or requested by the authorities or by law; we have concerns that any individual is likely to cause harm to themselves or other people; or there is an actual or suspected case of cyber bullying and we are requested by appropriate authorities to provide such information or cooperate with their investigation.

Research. We may also disclose data obtained from our app to academic institutions and research bodies for research purposes specifically related to mental health and peer support. We ensure that any such data is de-identified before it is transferred and that any recipients of this data adhere to adequate standards of data security, ethical review, and privacy. You can withdraw your consent at any time.

Information You And We Share

You share your information as you use and communicate through our Services, and we share your information to help us operate, provide, improve, understand, customise, support and market our services

Assignment, Change Of Control, And Transfer

All of our rights and obligations under our Privacy Policy are freely assignable by us to any of our affiliates, in connection with a merger, acquisition, restructuring, or sale of assets, or by operation of law or otherwise, and we may transfer your information to any of our affiliates, successor entities, or new owner.

If our App or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets; and If we are under a duty to disclose or share your personal data in order to comply with any legal obligation (including responding to requests from law enforcement authorities both inside and outside the EEA), or in order to enforce or apply our terms of use and other agreements; or to protect our rights, property, or safety, or that of our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction and may require us to transfer your personal data outside of the EEA.

We may also disclose data obtained from our app to academic institutions and research bodies for research purposes. We ensure that any such data is de-identified before it is transferred and that any recipients of this data adhere to adequate standards of data security and privacy.

How the General Data Protection Regulation Applies To Our European Region Users

Our Legal Bases For Processing Information

We collect, use, and share the information we have described above:

- as necessary to fulfill our Terms;
- consistent with your consent, which you can revoke at any time;
- as necessary to comply with our legal obligations;
- occasionally to protect your vital interests, or those of others;
- as necessary in the public interest; and
- as necessary for our (or others') legitimate interests, including our interests in providing an innovative, relevant, safe, and profitable service to our users and partners, unless those interests are overridden by your interests or fundamental rights and freedoms that require protection of personal data.

How You Exercise Your Rights

Under the General Data Protection Regulation or other applicable local laws, you have the right to access, rectify, port, and erase your information, as well as the right to restrict and object to certain processing of your information. This includes the right to object to our processing of your information for direct marketing and the right to object to our processing of your information where we are performing a task in the public interest or pursuing our legitimate interests or those of a third party. You can request at any stage access to information we hold on your account. You can access tools to rectify, update, and erase your information directly in-app as described in the Managing and Deleting Your Information section.

If we process your information based on our legitimate interests or those of a third party, or in the public interest, you can object to this processing, and we will cease processing your information, unless the processing is based on compelling legitimate grounds or is needed for legal reasons. You can also object to our processing of your information.

Managing And Deleting Your Information

We store information until it is no longer necessary to provide our services, or until your account is deleted, whichever comes first. This is a case-by-case determination that depends on things like the nature of the information, why it is collected and processed, and relevant legal or operational retention needs.

If you would like to manage, change, limit, or delete your information, we allow you to do that through the following tools:

Deleting Your Account. You may delete your account at any time (including if you want to revoke your consent to our use of your information) using our in-app delete account feature.

When you delete your account, your undelivered messages are deleted from our servers as well as any of your other information we no longer need to operate and provide our Services. Be mindful that if you only delete our Services from your device without using our in-app delete account feature, your information may be stored with us for a longer period. Please remember that when you delete your account, it does not affect the information other users have relating to you, such as their copy of comments, posts or messages that you may have sent to them. We endeavor to remove your information from all of our servers within 14 days of deletion. If you sign into your account at any stage during that period, your account will reactivate and you will need to use our in-app deletion tool again to remove your information.

Our Policies Concerning Minors

Age Requirements. Although we welcome users from all walks of life, our App is not intended or directed at individuals under the age of 18 years of age. Therefore, individuals under the age of 18 may not create an account. We do not knowingly collect information from children under the age of 18 and if you are under this age you must not use our Services. If we become aware that you are under 18 and using our app, we may terminate your user account and issue bans to your device.

Law And Protection

We collect, use, preserve, and share your information if we have a good-faith belief that it is reasonably necessary to: (a) respond pursuant to applicable law or regulations, to legal process, or to government requests; (b) enforce our Terms and any other applicable terms and policies, including for investigations of potential violations; (c) detect, investigate, prevent, and address fraud and other illegal activity, security, or technical issues; or (d) protect the rights, property, and safety of our users, or others, including to prevent death or imminent bodily harm.

Changes to our privacy policy

We will occasionally update this Privacy Policy to reflect changes in our practices and services. When we post changes to this Privacy Policy, we will revise the “Last Updated” date at the top of this Privacy Policy and the revised Privacy Policy will come into effect on the date it was posted to our app or as otherwise notified by us. If we make any material changes in the way we collect, use, and/or share your personal information, we will notify you by prominently posting notice of the changes on our app and, where appropriate, notifying you by email. We recommend that you check this page from time to time to inform yourself of any changes in this Privacy Policy. By continuing to use our app after we have posted a revised Privacy Policy you acknowledge that you have consented to the revised Privacy Policy.

Contact

Questions, comments, and requests regarding this privacy policy are welcomed and should be addressed to sieesupport@sina.com.