

## **NuMind Privacy Policy**

This privacy policy explains in detail how Numind, an online wellness consultancy, collects, uses, and protects your personal information when you visit our website or use our services. By accessing or using our website or services, you agree to this privacy policy and consent to our collection and use of your personal information as described herein.

### **What information do we collect?**

We collect two types of information from you: information that you voluntarily provide to us and information that is automatically generated when you visit our website or use our services.

You voluntarily provide us with information when you register for an account, fill out a form, subscribe to a newsletter, participate in a survey, contact us, or otherwise interact with our website or services. This information may include your name, email address, phone number, address, payment information, health information, preferences, feedback, and any other information you choose to share with us. We use this information to provide you with our website and services and to communicate with you about them.

We automatically generate information when you visit our website or use our services, such as your IP address, browser type, device type, operating system, pages viewed, links clicked, time spent, and other statistical data. We use cookies and similar technologies to collect this information and enhance your user experience. Cookies are small files that are stored on your device and that allow us to recognize you and remember your preferences. You can disable cookies in your browser settings, but some features of our website or services may not function properly.

### **How do we use your information?**

We use your information for various purposes, such as:

- To provide you with our website and services and improve their quality and functionality. For example, we use your information to process your orders, transactions, payments, and subscriptions; to deliver the content and services that you request; to customize the website and services according to your preferences; and to troubleshoot any issues or problems that may arise.
- To communicate with you about your account, orders, transactions, inquiries, feedback, and other matters related to our website and services. For example, we use your information to send you confirmation emails, receipts, invoices, notifications, alerts, reminders, updates, and other administrative messages; to respond to your questions, comments, requests, or complaints; to

solicit your feedback or participation in surveys or research; and to inform you of any changes or updates to our website or services.

- To send you newsletters, promotions, offers, and other information that may interest you based on your preferences. For example, we use your information to send you marketing emails about our products, services, events, or partners that we think may be of interest to you; to display relevant ads or offers on our website or on third-party websites; and to measure the effectiveness of our marketing campaigns. You can opt out of receiving promotional emails from us by following the unsubscribe link in the email or contacting us at [info@numind.com](mailto:info@numind.com).
- To analyze and monitor the usage and performance of our website and services and optimize their effectiveness. For example, we use your information to generate statistics and reports on how our website and services are used; to identify trends and patterns among our users; to test new features or improvements; and to evaluate the impact of our marketing efforts.
- To protect the security and integrity of our website and services and prevent fraud, abuse, or unauthorized access. For example, we use your information to verify your identity and authenticate your access; to monitor suspicious or fraudulent activity; to detect and prevent spam, malware, viruses, or other harmful content; and to enforce our terms and conditions and other policies.
- To comply with legal obligations and enforce our terms and conditions and other policies. For example, we use your information to comply with applicable laws, regulations, rules, or court orders;
  - to cooperate with law enforcement agencies, courts, regulators, or other authorities if we believe it is necessary to comply with a legal obligation or order;
  - to protect the rights, property, or safety of Numind or others;
  - to prevent or investigate fraud or illegal activity;
  - or to enforce our terms and conditions or other policies.

### **How do we protect your information?**

- We take reasonable measures to protect your information from unauthorized access, disclosure, alteration, or destruction.
- We use encryption, firewalls, authentication systems, and other security technologies to safeguard your information.

However, no method of transmission or storage is completely secure, and we cannot guarantee the absolute security of your information. You are responsible for maintaining the confidentiality of your account password and for any activity that occurs under your account.

### **How do we share your information?**

We do not sell, rent, or trade your information to third parties for their own marketing purposes. We may share your information with third parties who provide services to us or on our behalf, such as payment processors, hosting providers, email service providers, analytics providers, consultants, and other service providers. These third parties are contractually obligated to use your information only for the purposes for which they are engaged by us and to protect your information from unauthorized use or disclosure.

We may also share your information with third parties when we have your consent or when we are required or permitted by law to do so. For example, we may share your information with law enforcement agencies, courts, regulators, or other authorities if we believe it is necessary

- to comply with a legal obligation or order;
- to protect the rights, property, or safety of Numind or others;
- to prevent or investigate fraud or illegal activity;
- or to enforce our terms and conditions or other policies.

### **What are your choices and rights?**

You have certain choices and rights regarding your information. You can:

- Access and update your account information at any time by logging into your account on our website. You can edit, correct, or delete any information that you have provided to us or that is associated with your account.
- Opt out of receiving promotional emails from us by following the unsubscribe link in the email or contacting us at [info@numind.com](mailto:info@numind.com). You can also manage your communication preferences by logging into your account on our website. Please note that you may still receive non-promotional emails from us, such as administrative messages, order confirmations, or service notifications.
- Request a copy of the personal information we hold about you by contacting us at [info@numind.com](mailto:info@numind.com). We will provide you with a copy of your information in a commonly used and machine-readable format within a reasonable time and subject to verification of your identity and any applicable fees or charges.
- Request the deletion of the personal information we hold about you by contacting us at [info@numind.com](mailto:info@numind.com). We will delete your information from our systems within a reasonable time and subject to verification of your identity and any applicable legal or contractual obligations or exceptions. However, we may retain some of your information as necessary for our legitimate business interests or as required by law.
- Object to or restrict the processing of your personal information by contacting us at [info@numind.com](mailto:info@numind.com). We will respect your objection or restriction unless we have a compelling legitimate ground to continue the processing or it is necessary for legal reasons. However, this may affect your ability to use some features of our website or services.

- Lodge a complaint with a data protection authority if you are not satisfied with how we handle your personal information. You can contact the data protection authority in your country or region or the one where the alleged infringement has occurred.

### **How do we update this policy?**

We may update this policy from time to time to reflect changes in our practices or applicable laws. We will notify you of any material changes by posting the updated policy on our website and indicating the date of revision. Your continued use of our website or services after the updated policy is posted constitutes your acceptance of the changes.

### **How can you contact us?**

If you have any questions or concerns about this policy or our privacy practices, please contact us at:

Numind – Elevating Mind Body & Spirit

[info@numind.co.za](mailto:info@numind.co.za)

Thank you!