

Privacy Policy

Effective Date: July 22, 2025 Last Updated: July 22, 2025

Your privacy matters. At PsyVisor, we are deeply committed to protecting your personal data and ensuring that your experience remains private, respectful, and secure — especially in the context of something as personal as your mental health and therapy journey.

This Privacy Policy explains what information we collect, how we use it, how we protect it, and the rights you have over your personal data.

1. Information We Collect

We collect only the minimum data required to provide you with meaningful insights and features that enhance your therapeutic process. We never collect unnecessary information or share your data without your consent.

We may collect the following types of personal data:

- Audio recordings of your therapy sessions (only with your explicit, informed consent)
- AI-generated session summaries, reflections, and emotional analysis
- Text inputs such as journal entries, questions, or notes you choose to submit after a session
- Account details: email address, name or nickname, and preferred language
- Technical information, such as device type, browser, session time, and country (used solely for performance optimization and security)

We do NOT collect:

- Any direct communications between you and your therapist that are not part of your PsyVisor usage
- Any official medical, diagnostic, or clinical records

2. How We Use Your Data

Your data serves one purpose: to support your personal growth.

Here's how we use it:

- To generate intelligent summaries and reflections based on your recorded sessions
- To identify recurring emotional themes or behavioral patterns
- To offer personalized prompts, suggestions, and reflective questions for deeper self-awareness
- To help you track progress over time and feel more grounded in your therapeutic journey
- To enhance the app's functionality and user experience in a privacy-first way

We will never:

- Use your data for advertising or marketing purposes
- Sell your data to any third party
- Access your recordings or insights without your permission

3. Use of AI and Confidentiality

Our AI is developed with strict privacy safeguards and respect for the sensitive nature of therapeutic experiences.

Key Principles:

- 100% automated: No human reviews your sessions unless you explicitly share them
- End-to-end encryption: Ensuring your session data is secure from start to finish
- Confidential by design: Everything stays private and bound to your account only
- You choose what to share: Share insights with your therapist only if and when you want to

We do not allow third-party access to your raw or analyzed data, and all AI processing is conducted on secure infrastructure.

4. Data Storage & Security

We apply industry-standard security protocols to protect your data, including:

- Encryption at rest and in transit
- Secure cloud infrastructure hosted in the EU or U.S., depending on your region
- Role-based access control to ensure only automated systems can process data
- Regular audits and penetration testing to identify and eliminate vulnerabilities

Data Retention:

- Session data is automatically deleted after 90 days by default
- You may choose to delete your session(s) at any time, and deletion is immediate and permanent
- You may request full account deletion at any point, which includes all associated data

We believe you own your data, and our systems are built to reflect that principle.

5. Your Rights

As a PsyVisor user, you are entitled to:

- Access your data at any time
- Download or review your session summaries
- Delete specific sessions or your entire account
- Control how and with whom your insights are shared
- Withdraw your consent for data processing at any time

To exercise any of your rights, contact us at:
privacy@psyvisor.com

We will respond to all requests within 30 days and handle your data with the utmost care and respect.

6. For Therapy Clients

Please note:

- PsyVisor is not a medical or mental health provider
- It does not diagnose or treat any condition

It is an AI-powered companion tool, designed to

- enhance but not replace professional therapy

All outputs and reflections are intended for your personal use, and should be interpreted in the context of your therapeutic relationship

We recommend discussing insights from PsyVisor with your therapist, but the choice is always yours.

7. Children's Privacy

PsyVisor is not intended for individuals under the age of 18. We do not knowingly collect or process personal information from minors. If you believe a minor has provided us with data, please contact us immediately and we will take appropriate action.

8. Changes to This Policy

We may update this Privacy Policy as features evolve or as required by law.

- When we make significant changes, you will be notified clearly via the app or email
- We will never reduce your privacy rights without your consent

You can always view the most up-to-date version of this policy at: psyvisor.com/privacy

9. Contact Us

Have questions, concerns, or feedback about your privacy?

Email: privacy@psyvisor.com

We're here to support, not to judge. Your privacy is our promise.