1. Who we are

MindTrack 360 is a virtual reality–based wellbeing and self-reflection programme designed to support people who are exploring changes in their relationship with drugs, alcohol, or other behaviours.

MindTrack 360 is **not a medical device**, does not provide diagnosis or treatment, and does not replace professional care.

2. What information we collect

We collect **only the minimum information required** to operate the service safely and effectively.

This may include:

- Account information
    - Email address or login identifier
    - Organisation or service affiliation (if applicable)
- In-app activity data
    - Responses to reflective questions
    - Progress through modules
    - Session completion status
- Technical information
    - Device type (e.g. Meta Quest model)
    - App version
    - Anonymous usage logs for stability and performance

We **do not** collect:

- Real-world location data
- Contact lists or social connections
- Biometric identifiers
- Financial information
- Voice recordings outside the app experience

3. How we use this information

We use collected information to:

- Enable users to access and continue their programme
- Save progress between sessions
- Improve the quality, safety, and usability of the app
- Produce **anonymised, aggregated insights** for evaluation or research purposes (where applicable)

We do **not** use personal data for:

- Advertising
- Behavioural tracking outside the app
- Profiling for marketing purposes

4. User choice and control

Users have control over their information.

At any time, users may:

- Request access to the data held about them
- Request correction of inaccurate data
- Request deletion of their account and associated data (subject to legal or research obligations, where applicable)

Requests can be made by contacting: **privacy@mindtrack360.com**

Participation in the programme is voluntary, and users may stop using the app at any time.

5. Data sharing

We do **not sell** personal data.

Data may be shared only:

- With trusted service providers who help operate the platform (e.g. secure hosting)
- With research or service partners **only in anonymised or aggregated form**, where applicable and approved

We do not share personal data with:

- Advertisers
- Social media platforms

- Data brokers

6. Data security

We take reasonable and appropriate steps to protect user information, including:

- Secure servers and encrypted connections
- Access controls and role-based permissions
- Regular monitoring for technical issues

No system can be guaranteed 100% secure, but we aim to follow recognised best practices for data protection.

7. Children

MindTrack 360 is intended for **adult users** and is not designed for use by children.

8. Changes to this policy

If this Privacy Policy changes, we will update it and make the revised version available through our website or app.

9. Contact

If you have questions about this policy or how your data is handled, please contact:

MindTrack 360

privacy@mindtrack360.com

https://www.mindtrack360.com