Data Protection & Privacy Policy

This privacy policy outlines how Therapy Box Ltd utilizes and safeguards any information provided by users when utilizing our apps or engaging with our services. Therapy Box Ltd is dedicated to protecting your privacy. If you are prompted to provide information that can identify you while using our website, rest assured it will only be used as per this privacy statement.

Therapy Box Ltd reserves the right to amend this policy periodically by updating this page. Users are encouraged to check this page regularly to stay informed about any changes. This policy is effective as of February 22nd, 2024.

Data Collection and Handling:

Each of our apps and business segments necessitates different data collection. Please refer to the sections below for more details:

A. Predictable:

1. Crash data
2. Name & email address
3. Password
4. App settings
5. Speech history
6. Saved phrases
7. Media including voice files
8. Other app usage data and preferences
9. Cloud Account
10. Offline Account
11. 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.
12. Online services including ChatGPT, translation services, Online image search, Online voices, Online word Prediction.
13. In app purchasing - subscriptions

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.
- Cloud Account - All data will be uploaded to the cloud for syncing across devices.
- Offline Account - All data will be saved locally on your device. Logging out will clear your data, and each login will reset to default settings and grid.
- Online services - While using online services, no personal data is collected or stored by the Predictable app unless explicitly provided by the user for customization purposes, such as voice banking.

TrueDepth API Data

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 with facial recognition.

- Predictable app does not collect any information from the TrueDepth API by default. The default state of TrueDepth API usage is turned OFF in the application settings.
- We do not access or store any data obtained from the TrueDepth API unless explicitly enabled by the user. When enabled, the TrueDepth API may be utilized solely for the

purpose of head tracking and attaching images to phrases within the application.

- Any data collected from the TrueDepth API is used solely within the application and is not shared with third parties.
- We are committed to ensuring the privacy and security of user data. Any data collected from the TrueDepth API is stored securely and processed only in accordance with the user's use of the feature service.

Subscription

- Our application offers subscription services for access to online features. When you subscribe to our service, we do not collect or store any personal information. Payment transactions are securely processed by Apple payment service providers, and we do not have access to your full payment details, such as credit card numbers.
- Data Usage: We do not collect or store any usage data related to your subscription. We respect your privacy and do not track your usage of the application or engagement with premium features.

B. Scene & Heard Pro:

1. Crash data
2. Name & email address (if contacted from within the app)
3. Password
4. App Settings
5. Media, including voice and image files
6. Other App Usage Data and Preferences
7. In app purchasing - subscriptions

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 and media files are available to members of the development and support teams but will not be accessed without a user's explicit consent.

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.

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info@therapy-box.co.uk
+44(0)208 7493474

- We use name & email to respond in cases of support queries & to provide better support responses if you have emailed us before.
- Password, app settings, speech history, phrases, and media files are securely stored on our servers to provide a backup for users and to enable them to sync their app across multiple devices.
- We may periodically send marketing messages via a mailing list. You can opt out of marketing communications at any time.

TrueDepth API Data

In Scene and Heard 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 with facial recognition.

- The Scene and Heard app does not collect any information from the TrueDepth API by default. The default state of TrueDepth API usage is turned OFF in the application settings.
- We do not access or store any data obtained from the TrueDepth API unless explicitly enabled by the user. When enabled, the TrueDepth API may be utilized solely for the purpose of head tracking and attaching images to Scene within the application.
- Any data collected from the TrueDepth API is used solely within the application and is not shared with third parties.
- We are committed to ensuring the privacy and security of user data. Any data collected from the TrueDepth API is stored securely and processed only in accordance with the user's use of the feature service.

Subscription
- Scene & Heard offers subscription services for access to the app. When you subscribe to our app, we do not collect or store any personal information. Payment transactions are securely processed by Apple payment service providers, and we do not have access to your full payment details, such as credit card numbers.
- Data Usage: We do not collect or store any usage data related to your subscription. We respect your privacy and do not track your usage of the application or engagement with app features.

C. Voca Quest:

1. Crash data
2. Name & email address (if contacted from within the app)
3. Password
4. Age & Biological Sex
5. Language & Speech/Language disability
6. Voice memos
7. In app purchasing - subscriptions

What data we collect

As part of VocaQuest, our website will record the audio of children's responses to a various speech and language tasks:

- Speech Sound Screener, in which recordings are taken of the production of individual words, so that a therapist can review the recordings when assessing these productions.
- Fluency Screener, in which a longer recording of an extended period of speech is taken. This recording is analyzed by our automated services to estimate the amount of syllables in the speech, and to detect the separation of speakers and parts of speech. This service simply detects segments of separate speech speakers, with no identification attached to these segments. The purpose of this is to provide a more accurate syllable count so that the therapist can assess fluency. Then the recording can be reviewed by the therapist.
- Speech Sampling, in which a longer retelling of a story is recorded. The story is then automatically transcribed, and automatically analyzed for phoneme errors. The therapist can also review this recording.

Why we collect your data

Data about the user's Age, Gender, Language, whether they have a known Language and/or Speech Disability and whether they have any other disability is recorded. This data is recorded to allow a practitioner to access any information that could benefit therapy.

- We are committed to ensuring your information is secure. Data collected on the app is transmitted via transport layered security (https), and recordings are stored encrypted at rest on Amazon Web Services.
- Your account, and any data you submit, will be accessible via your login. It is therefore your responsibility to ensure that your login credentials remain secure and confidential.

Subscription

- Voca Quest offers subscription services for access to the app. When you subscribe to Voca Quest, we do not collect or store any personal information. Payment transactions are securely processed by Apple payment service providers, and we do not have access to your full payment details, such as credit card numbers.
- Data Usage: We do not collect or store any usage data related to your subscription. We respect your privacy and do not track your usage of the application or engagement with app features.

D. Website:

1. Name and job title
2. Contact information including email address (if ordering items)
3. 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.

E. Client Development and Research Project:

1. Crash data
2. Name & email address
3. App usage data
4. Survey responses
5. 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

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- We will also inform 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:

- Our website utilizes cookies to enhance user experience and analyze web traffic. Users can choose to accept or decline cookies through their web browser settings.
- A cookie is a small leaf which asks permission to be placed on your computer's hard drive. Once you agree, the le 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 Personal Information:

Users can control the collection and use of their personal information through various means outlined in our policy.

- 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 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 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 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 and Voca Quest 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.

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.

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 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.

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. We are here to provide support and ensure that your family's privacy is respected and protected.