

Privacy policy (Integritetspolitik)

Skriven av GoMentor

GoMentor Danmark ApS ("GoMentor") are committed to protecting and respecting your privacy.

This PRIVACY POLICY (together with the WEBSITE TERMS OF USE and any other documents referred to in it) sets out the basis on which any personal data GoMentor collects from You (**User**), or that You provide to GoMentor, will be processed.

Please read the following carefully to understand GoMentor's views and practices regarding your personal data and how it will be treated.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is GoMentor Danmark ApS of Vesterbrogade 149, DK-1620 Copenhagen, Denmark.

Information we may collect from Users

GoMentor may collect and process the following data about Users:

- Information that You provide by filling in forms on the website GoMentor.com (**Website**). This includes information such as your name, gender, address, date of birth, details of parents or guardians, phone number, email, credit/debit card information, psychosocial history provided at the time of registering to use the Website, subscribing to GoMentor's service, posting material or requesting further services. GoMentor may also ask You for information when You report a problem with the Website.
- If You contact GoMentor, we may keep a record of that correspondence.
- If You are a minor, You will only be able to register and submit information with the consent provided by Your parents or guardians to be verified on the Website.

- GoMentor may also ask You to complete surveys that are used for research purposes, although You do not have to respond to them.
- Details of transactions You carry out through our Website and of the fulfilment any sessions facilitated through the Site.
- Details of your visits to the Website including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for GoMentor's own billing purposes or otherwise and the resources that You access.
- Information that you provide during Consultations and technical details of the online feed may, with you permission, be stored on video, sound track or otherwise by GoMentor or the Therapist in compliance with the Therapist's duties to maintain a record of services provided.

Some of this personal data is supplied to any Therapist or third party with whom You request a consultation or other services. If you agree to participate in a group session, any information You provide during the session, which could include posts, video, and audio will be shared with the other group participants. Otherwise, personal data necessary to set up an account is available only to staff of GoMentor, and is only accessed for administrative purposes (or at Your request). Debit card, credit card and other bank and payment details are stored by a third party payment provider compliant with the Payment Card Industry Data Security Standard. You may update your data at any time by using the Contact Us page on the Website.

IP addresses and cookies

GoMentor may collect information about your computer, including where available your IP address, operating system, web camera and plugin availability and browser type, for system administration and to report aggregate information to GoMentor's

advertisers. This is statistical data about GoMentor's Users' browsing actions and patterns, and does not identify any individual.

For the same reason, GoMentor may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve the Website and to deliver a better and more personalised service. They enable GoMentor to:

- Estimate GoMentor's audience size and usage pattern.
- Store information about your preferences, and so allow us to customise the Website according to your individual interests.
- Speed up your searches.
- Recognise You when You return to the Website.

You may refuse to accept cookies by activating the setting on your browser which allows You to refuse the setting of cookies. However, if You select this setting You may be unable to access certain parts of the Website. Unless You have adjusted your browser setting so that it will refuse cookies, GoMentor's system will issue cookies when You log on to the Website.

Where we store your personal data

The data that GoMentor collects from You may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for GoMentor or one of our suppliers or for the Therapists selected by You. Such staff maybe engaged in, among other things, the fulfilment of your request for consultations, the processing of your payment details and the provision of support services. By submitting your personal

data, You agree to this transfer, storing or processing. GoMentor 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 GoMentor is stored on secure servers. Any payment transactions will be processed by third party payment providers in compliant with the Payment Card Industry Data Security Standard.

Where GoMentor has given You (or where you have chosen) a password which enables You to access certain parts of the Site, You are responsible for keeping this password confidential. GoMentor asks You not to share a password with anyone.

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

Uses made of the information

GoMentor uses information held about You in the following ways:

- To ensure that content from the Website is presented in the most effective manner for You and for your computer.
- To provide You with information, products or services that You request from GoMentor or which GoMentor feel may interest You, where You have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between You and GoMentor and/or Therapist.

- To allow You to participate in interactive features of GoMentor's service, when You choose to do so.
- To notify You about changes to GoMentor's service.

GoMentor may also use your data, or permit third parties selected by you to use your data, to provide You with information about products and services which may be of interest to You and GoMentor or they may contact You about these by e-mail or SMS. If You are an existing User, GoMentor will only contact You by electronic means (e-mail or SMS) with information about services similar to those which were the subject of a previous sale to You.

If You are a new User, and where GoMentor permit third parties selected by You to use your data, GoMentor (or they) will contact You by electronic means only if You have consented to this.

If You do not want GoMentor to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which GoMentor collects your data (the Registration Form).

GoMentor do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our Users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). GoMentor may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1). GoMentor may make use of the personal data we have collected from You to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.

Disclosure of your information

GoMentor may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 736 of the UK Companies Act 1985.

GoMentor may disclose your personal information to third parties:

- In the event that GoMentor sell or buy any business or assets, in which case GoMentor may disclose your personal data to the prospective seller or buyer of such business or assets.
- If GoMentor 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.
- If GoMentor is under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use and other agreements; or to protect the rights, property, or safety of GoMentor, our Users, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

If you are engaging in online therapy with a Therapist, the Therapist should make you aware of other exceptions where the Therapist is under a duty to disclose data, such as, but not limited to, suspected cases of child abuse, dependent adult abuse, elder abuse, and in cases where the client is in danger to self or others.

Your rights

You have the right to ask GoMentor not to process your personal data for marketing purposes. GoMentor will usually inform You (before collecting your data) if GoMentor intend to use your data for such purposes or if GoMentor intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms GoMentor

uses to collect your data. You can also exercise the right at any time by the using the Contact Us page on the Website. The Website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If You follow a link to any of these websites, please note that these websites have their own privacy policies and that GoMentor does not accept any responsibility or liability for these policies. Please check these policies before You submit any personal data to these websites.

Access to information

The Act gives You the right to access information held about You. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of 100 kr. to meet our costs in providing You with details of the information we hold about You.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to You by e-mail.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to GoMentor by using the Contact Us page on the Website.