

MIND FLOW – PRIVACY POLICY

Effective Date: 02/23/2026

MindFlow Works LLC DBA MindFlow (“MindFlow,” “Company,” “we,” “our,” or “us”) provides a self-guided emotional reflection and educational application (the “App”).

This Privacy Policy explains how we collect, process, use, disclose, and retain information when you access or use the App. By using the App, you acknowledge that you have read and agree to this Privacy Policy.

1. DEFINITIONS

“Personal Information” means information that identifies, relates to, describes, or could reasonably be linked to an individual.

“Service Provider” means a third party that processes Personal Information on behalf of MindFlow pursuant to a written contract restricting use of the information to specified business purposes and prohibiting unauthorized retention, use, or disclosure.

“Transient Processing” refers to short-term technical handling of data in memory, cache, or system logs solely for the purpose of generating a response, maintaining system integrity, or preventing abuse.

2. CATEGORIES OF PERSONAL INFORMATION WE COLLECT

We collect the following categories of Personal Information:

A. Identifiers

Email address

Phone number

Purpose: Account creation, authentication, and security verification.

Retention: Retained while the account is active and thereafter in accordance with internal retention schedules and legal obligations.

B. Internet or Electronic Network Activity Information

IP address

Device type

Operating system

App version

Timestamps

Security and diagnostic logs

Purpose: Fraud detection, system security, debugging, performance monitoring, and abuse prevention.

Retention: Retained pursuant to internal data lifecycle policies. Standard log retention generally does not exceed 90 days, except where extended for security investigations, legal holds, regulatory compliance, or abuse prevention.

C. User-Generated Journal Content

The App enables users to create journal entries and emotional reflections. MindFlow does not intentionally retain user-generated journal content beyond Transient Processing necessary to generate AI-assisted responses.

Journal content:

Is transmitted using encrypted channels (TLS/HTTPS);
Is processed in real time;
Is not stored in MindFlow's structured production databases designed for ongoing storage of account information.

Transient caching, system logging, or security monitoring may occur as part of standard technical operations.

3. SOURCES OF PERSONAL INFORMATION

We collect Personal Information:

Directly from users during registration
Automatically from user devices
From Service Providers supporting hosting, authentication, infrastructure, AI processing, and security monitoring

4. PURPOSES FOR COLLECTION AND USE

We process Personal Information to:

Provide and maintain the App
Authenticate users
Generate AI-assisted responses
Detect, prevent, and investigate security incidents
Debug and repair errors
Comply with legal and regulatory obligations

We do not sell Personal Information.

We do not share Personal Information for cross-context behavioral advertising.

5. AI PROCESSING AND THIRD-PARTY SERVICE PROVIDERS

The App uses third-party AI Service Providers to generate educational and suggestive responses.

When journal content is submitted:

It is transmitted securely via encrypted channels.

It is processed for the limited purpose of generating a response.

It is subject to contractual restrictions requiring processing solely for authorized business purposes.

Service Providers are contractually prohibited from:

Using submitted content for independent commercial purposes;

Selling Personal Information;

Retaining content beyond authorized operational needs;

Using content to build user advertising profiles.

MindFlow requires Service Providers to maintain confidentiality and appropriate security safeguards.

Users acknowledge that AI-assisted functionality requires electronic transmission to external processing systems.

6. DISCLOSURE OF PERSONAL INFORMATION

We may disclose Personal Information to the following categories of third parties for business purposes:

Cloud hosting providers

Authentication providers

AI processing providers

Cybersecurity and fraud prevention vendors

Legal or regulatory authorities where required by law

We do not sell Personal Information.

We do not share Personal Information for targeted advertising.

7. DATA RETENTION AND DELETION

Account Information

Retained while the account is active. Upon account deletion:

Credentials are deactivated;

Identifiers are removed from active production systems;

Data is scheduled for deletion in accordance with internal retention policies.

Logs and Backup Archives

Encrypted backups and security logs may retain limited Personal Information in accordance with internal retention schedules. Standard retention periods for routine logs generally do not exceed 90 days, but may extend where reasonably necessary for:

Security investigations

Fraud prevention

Legal claims

Regulatory compliance

Litigation holds

Backup data is not actively processed and is overwritten pursuant to established data lifecycle practices.

MindFlow does not guarantee immediate deletion from all storage media.

8. CALIFORNIA PRIVACY RIGHTS

Under the California Consumer Privacy Act, as amended by CPRA, California residents may have the right to:

Know the categories and specific pieces of Personal Information collected

Know the categories of sources from which Personal Information is collected

Know the business purposes for collection

Know the categories of third parties to whom Personal Information is disclosed

Request deletion

Request correction

Opt out of sale or sharing

Limit use of Sensitive Personal Information (where applicable)

MindFlow:

Does not sell Personal Information;

Does not share Personal Information for behavioral advertising;

Does not knowingly collect Sensitive Personal Information beyond basic account credentials and technical metadata necessary for security.

To exercise your rights, contact us at the email below. Identity verification may be required.

9. CHILDREN'S PRIVACY

The App is intended for individuals 18 years of age or older.

We do not knowingly collect Personal Information from children under 13 in compliance with the Children's Online Privacy Protection Act (COPPA). If such information is discovered, we will take reasonable steps to delete it.

The App is not designed for or marketed to minors.

10. SECURITY SAFEGUARDS

We implement commercially reasonable administrative, technical, and organizational safeguards, including:

Encryption in transit (TLS)

Access controls and authentication safeguards

Restricted personnel access

Security monitoring and incident response procedures

No method of electronic transmission or storage is completely secure.

11. RELATIONSHIP TO TERMS OF SERVICE

This Privacy Policy is incorporated into and subject to the App's Terms of Service.

Liability limitations, dispute resolution procedures, arbitration provisions, and indemnification obligations are governed by the Terms of Service.

12. NON-MEDICAL DISCLAIMER

MindFlow is not a healthcare provider and does not provide medical diagnosis, treatment, or mental health services. The App is intended for educational and self-reflective purposes only.

13. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. Material changes will be communicated through the App or via email. Continued use of the App after notice constitutes acceptance of the revised policy.

14. CONTACT INFORMATION

MindFlow Works LLC DBA MindFlow

Email: WMINDFLOW@GMAIL.COM

Safety & Clinical Disclaimer

Not Medical or Mental Health Treatment

MindFlow is an educational and self-reflection tool. It is not a medical device, mental health service, or therapeutic intervention. MindFlow does not provide diagnosis, treatment, psychotherapy, psychiatric services, crisis intervention, or medical advice of any kind. Use of MindFlow does not create a therapist-client, doctor-patient, or fiduciary relationship between you and MindFlow Works LLC, its owners, employees, contractors, or affiliates. The AI-generated content within the app is informational and suggestive in nature. It is not clinical guidance and should not be relied upon as a substitute for professional evaluation or care.

Not for Crisis or Emergency Use

MindFlow is not intended for use in crisis situations or for individuals experiencing severe emotional distress, suicidal ideation, self-harm thoughts, psychosis, or other acute psychiatric symptoms.

If you are in immediate danger or experiencing thoughts of harming yourself or others:

- Call 911 (or your local emergency number)
- Contact the Suicide & Crisis Lifeline by dialing or texting 988 (United States)
- Seek immediate assistance from a licensed mental health professional

Do not rely on this app in place of emergency services.

Individual Responsibility

Users are responsible for how they interpret and apply information provided within the app. Emotional reflection may surface difficult feelings, memories, or insights. You agree to use the app at your own pace and to seek professional support if reflection becomes overwhelming. MindFlow makes no guarantees regarding emotional outcomes, psychological improvement, or behavioral change resulting from use of the platform.

AI Limitations

The AI component of MindFlow generates responses based on language patterns. It does not:

- Understand your full personal history
- Assess risk or safety
- Detect mental health conditions
- Provide individualized treatment recommendations
- The AI may produce imperfect, incomplete, or inaccurate responses. Users should apply independent judgment when interpreting content.

No Affiliation

MindFlow is not affiliated with any hospital, mental health provider, therapeutic organization, or the Hope for Healing Foundation. External resources referenced within the app are provided for informational purposes only.

Age and Supervision

MindFlow is intended for use by adults. If minors access the app, parental or guardian supervision is strongly recommended. Parents and guardians are responsible for monitoring use.

By using MindFlow, you acknowledge that you understand and agree to these limitations.

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