

# Your Still Space - Privacy Policy

Effective Date: July 2026

Your Still Space ("we," "our," or "us") is committed to protecting the privacy and confidentiality of the organizations we serve and the individuals who access our platform.

This Privacy Policy explains how we collect, use, protect, disclose, and retain information when an organization creates an account and uses the Your Still Space platform.

By creating an account or using the platform, your organization agrees to this Privacy Policy.

## 1. Our Privacy Commitment

Privacy is a foundational principle of the Your Still Space platform.

Our platform has been designed to:

- protect user anonymity;
- minimize the collection of personal information;
- securely store organizational information;
- provide organizations with aggregated, non-identifying analytics whenever possible.

We believe emotional support should be accessible while respecting privacy, dignity, and confidentiality.

## 2. Information We Collect

When an organization creates an account, we may collect:

### **Organization Information**

- Organization name
- Organization website
- Organization logo
- Organization contact information
- Billing information
- Subscription details
- Administrator names
- Administrator email addresses
- Administrator phone numbers (if provided)

### **Platform Configuration**

We may collect information necessary to configure your organization, including:

- branding preferences;
- support messages;
- deployment settings;
- marketing assets;
- dashboard preferences.

## 3. Information Collected During Platform Use

During operation of the platform, we may collect:

### **Administrative Activity**

- login history;
- account changes;
- configuration updates;
- user management activity;
- security events.

## Platform Analytics

We may collect anonymous operational statistics including:

- conversation counts;
- time of day usage;
- emotional trend summaries;
- helpfulness ratings;
- engagement statistics;
- support usage patterns;
- system performance metrics.

These analytics are designed to improve the platform and support organizational reporting.

## 4. Anonymous Conversations

Your Still Space is intentionally designed to support anonymous conversations.

Unless voluntarily provided by a user, we do not require users to provide:

- names;
- email addresses;
- phone numbers;
- home addresses;
- government identification;
- medical record numbers.

Organizations understand that anonymous conversations are intended to protect user privacy.

## 5. What We Do Not Collect

Your Still Space is designed to minimize personal data collection.

We do not intentionally collect:

- government identification numbers;
- banking information from end users;
- social insurance numbers;
- health card numbers;
- driver's licence numbers;
- passport information.

Users should avoid voluntarily sharing sensitive identifying information within conversations.

## 6. How We Use Information

Information may be used to:

- create and manage organizational accounts;
- provide platform access;
- authenticate administrators;
- process subscriptions;
- improve platform functionality;
- monitor security;
- generate organizational reports;
- provide customer support;
- improve AI quality and safety;
- comply with legal obligations.

## 7. AI Processing

Your Still Space uses artificial intelligence to generate responses.

Information submitted during conversations may be processed by AI systems solely for the purpose of generating supportive responses and improving platform safety and performance.

AI-generated responses are not reviewed manually as part of normal operations.

Where data is used to improve the platform, it is de-identified whenever reasonably possible.

## 8. Use of Anonymous Analytics

We may use aggregated and de-identified information to:

- improve platform performance;
- improve AI safety;
- understand overall platform usage;
- produce organizational dashboards;
- support research and product development;
- publish anonymous statistical information.

No organization or individual user will be identified in published reports without explicit written consent.

## 9. Information Sharing

We do not sell organizational information or personal information.

Information may only be shared:

- with trusted service providers supporting platform operations;
- where required by law;
- where necessary to protect users or public safety;
- during a merger, acquisition, or sale of assets, subject to appropriate privacy protections.

## 10. Third-Party Service Providers

Your Still Space relies on trusted technology providers to operate the platform.

These providers may include cloud hosting, database, AI processing, monitoring, security, payment processing, and communication services.

Service providers are contractually required to maintain appropriate security and confidentiality safeguards.

## 11. Data Security

We use reasonable administrative, technical, and physical safeguards to protect information against unauthorized access, loss, misuse, disclosure, alteration, or destruction.

Security measures may include:

- encrypted communications;
- encrypted storage where appropriate;
- role-based access controls;
- authentication controls;
- activity logging;
- security monitoring;
- regular software updates.

No internet-based system can guarantee absolute security.

## 12. Data Retention

We retain information only for as long as necessary to:

- provide services;
- meet contractual obligations;
- comply with legal requirements;

- resolve disputes;
- enforce our agreements.

When information is no longer required, it is securely deleted or anonymized where reasonably practicable.

## 13. Organization Responsibilities

Organizations are responsible for:

- protecting administrator credentials;
- managing administrator access;
- complying with applicable privacy legislation;
- ensuring internal users understand their privacy obligations;
- configuring the platform appropriately for their environment.

## 14. Children's Privacy

The platform is intended for use through organizations.

Organizations remain responsible for ensuring that any use involving minors complies with applicable laws, organizational policies, and parental or guardian consent requirements where applicable.

## 15. International Data Processing

Depending on system architecture and cloud infrastructure, information may be processed or stored in jurisdictions outside your province or country.

Where this occurs, reasonable safeguards are implemented to protect information in accordance with applicable privacy laws.

## 16. Your Rights

Organizations may request to:

- access organizational information;
- correct inaccurate information;
- update administrator information;
- request deletion of organizational information where legally permissible;
- inquire about our privacy practices.

Certain legal obligations may require us to retain information despite deletion requests.

## 17. Cookies and Analytics

Our website and platform may use cookies and similar technologies to:

- maintain secure sessions;
- remember preferences;
- improve performance;
- understand website usage;
- enhance user experience.

Organizations may configure browser settings to limit cookies, although certain platform features may not function properly.

## 18. Changes to this Privacy Policy

We may update this Privacy Policy periodically.

Material changes will be communicated through the platform or by email.

Continued use of the platform following publication of an updated Privacy Policy constitutes acceptance of those changes.

## 19. Contact Us

Questions regarding this Privacy Policy may be directed to:

**Your Still Space**

Email: [support@yourstillspace.com](mailto:support@yourstillspace.com)

Website: [www.yourstillspace.com](http://www.yourstillspace.com)

## 20. Compliance with Privacy Laws

Your Still Space is committed to complying with applicable privacy legislation, including Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), and other applicable federal, provincial, or territorial privacy laws.

Organizations remain responsible for ensuring their own compliance with all laws, regulations, contractual obligations, and internal privacy policies applicable to their operations.

### Acceptance

By selecting "**I agree to the Privacy Policy**" during organization registration, you acknowledge that:

- You have read this Privacy Policy.
- You understand how Your Still Space collects, uses, stores, and protects information.
- You are authorized to accept this Privacy Policy on behalf of your organization.
- Your organization agrees to the collection, use, and disclosure of information as described in this Privacy Policy.

**Last Updated: July 2026**