

Let-Go Journal – Privacy Policy

Last Updated: 27 September 2025

Introduction

Welcome to Let-Go Journal (“we”, “our”, or “us”). This Privacy Policy explains how we collect, use, share, and protect your personal information when you access or use our website, mobile apps, and services (collectively, the “Platform”). By using our Platform, you consent to the practices described below. If you do not agree, please discontinue use of our services.

1. Information We Collect

We collect only the information necessary to operate, improve, and secure the Platform.

1.1 Personal Information:

- Account registration: name, display name, email, password, profile details you provide.
- Third-party accounts: if you connect Google or social media, we may receive basic profile data (name, email, profile picture) as authorised by you.

1.2 User Content:

- Posts, messages, comments, images, audio, or other media shared in support groups, chats, or sessions.

1.3 Usage Data:

- Platform activity: pages visited, groups joined, features used, session timestamps, referral sources, and analytics.

1.4 Device & Technical Data:

- Device type, operating system, browser type, IP address, language preference, unique identifiers, and other data needed for Platform security and functionality.

1.5 Client Booking & Medical Aid Information:

- Client details: name, email, phone number.
- Session preferences: session format (Phone, WhatsApp, Zoom, Google Meet).
- Medical Aid information: scheme name, plan, membership/policy number, main member name & ID, dependant code, patient name & ID/DOB, relationship, contact number.

2. How We Use Your Information

We use your data to:

1. Provide & Improve Services – operate support groups, facilitate therapy calls, messaging with coaches, and enhance user experience.
2. Personalise Content & Recommendations – suggest groups, professionals, or resources

tailored to you.

3. Communicate with You – service notices, updates, reminders, and opt-in newsletters/wellness tips.
4. Ensure Safety & Compliance – detect abuse, enforce guidelines, prevent fraud, and maintain a safe environment.
5. Analytics & Research – improve Platform functionality and usability.

You may opt-out of non-essential emails or newsletters via your profile or the unsubscribe link.

3. Sharing Your Information

We respect your privacy and do not sell your personal data. Information may be shared:

- With Service Providers – trusted partners providing analytics, messaging, payment processing, hosting, or technical support, only as needed.
- With Professionals You Engage – if you book a session, relevant details (name, contact info, medical aid info) are shared with the professional only.
- For Legal & Safety Reasons – if required by law, court order, or to protect safety or prevent fraud.
- Business Transfers – in the event of merger, acquisition, or asset sale, with proper notice.

All third parties must comply with this Privacy Policy and applicable privacy laws.

4. Data Retention

We retain your personal data only as long as necessary for the purposes described or as legally required. You may request deletion of your account and data at any time.

5. Security

We implement reasonable safeguards, including encryption, secure servers, and access controls. However, no system is completely secure, and we cannot guarantee absolute security.

6. Your Rights & Choices

Depending on your location and applicable law (POPIA, GDPR, or similar), you may:

- Access, correct, or delete your personal data.
- Object to or restrict certain processing.
- Withdraw consent for marketing or data sharing.
- Request a copy of your data.

Manage most settings in your profile or contact us directly.

7. Children's Privacy

Our Platform is not intended for children under 13 (or the minimum age in your jurisdiction). We do not knowingly collect data from minors. Any discovered data will be deleted promptly.

8. International Data Transfers

If accessing Let-Go Journal from outside South Africa, your data may be processed or stored in countries with different privacy standards. We apply appropriate safeguards to protect your data.

9. Client Consent for Medical Aid Claims

Consent Clause:

By submitting your booking form and medical aid details, you confirm:

1. You are the main member or have permission from the main member to share this information.
2. You consent to the collection, use, and secure storage of this information solely for processing psychology-related medical aid claims.
3. Let-Go Journal may share necessary details with your treating psychologist and, if required, with the medical aid scheme.
4. You may withdraw consent or request deletion of your data at any time via info@letgojournal.com.

Privacy Notice (POPIA Compliance):

- Collected solely for claim processing; no additional health or medical history data is collected.
- Shared only with the treating psychologist or their billing service and your medical aid scheme.
- Never sold or shared for marketing purposes.
- You may request access, correction, or deletion of your data.

10. Changes to This Policy

We may update this Privacy Policy to reflect legal, technical, or business changes. Updates will include a revised "Last Updated" date and, if significant, notice via the Platform or email.

11. Contact Us

Privacy-related queries or requests:

- Email: info@letgojournal.com
- Phone: +27 699 11 2941
- Address: Let-Go Journal, Limpopo, Polokwane, Turfloop