

PRIVACY POLICY FOR MINDSESSION

This policy aims to inform anyone seeking our services about how Mindsession is committed to protecting the confidentiality and security of their personal information. This policy on collection, use, disclosure, and retention of personal information, as required by Law 25, aims to safeguard your privacy rights.

About Law 25: Protection of Personal Information

In Quebec, Canada, since September 22, 2022, Law 25 has aimed to enhance the protection of digital personal data of Quebec residents. The Access to Information Commission (CAI) defines personal information as data concerning an identifiable individual. This information is confidential and, except under certain circumstances, cannot be collected or shared without the individual's consent. It is mandatory to appoint a person responsible for protecting personal information within our company, ensuring compliance with the law.

At Mindsession, the designated person is Dr. Lara Kalaf, founder, and psychologist.

The person responsible for protecting personal information seeks to safeguard this information throughout the life cycle of collected personal data: collection, consent, use, disclosure, retention, disposal, anonymization, and destruction. For more information, you can visit the Access to Information Commission (CAI) website.

Collection and Use of Personal Information

Mindsession collects and stores any information you enter on our website by filling out a contact form or voluntarily providing through other means (phone, email, postal mail). The collected information varies depending on the communication method used and whether you are a person seeking services from our clinic, a client, or a candidate (intern, trainee, professional).

Personal Information

Depending on the circumstances, personal information may include: your name, email address, phone number, age, sector/city/region of residence, level of education, and language(s) spoken.

Mindsession collects personal information strictly necessary for considering your consultation/service request or your application. We may contact you using the email address and/or phone number you provided to follow up on your request.

Sensitive Information

Depending on the circumstances, sensitive personal information concerning your reason for consultation, current symptoms, and diagnostic history may be collected. It is essential for us to treat and store this data with the utmost care. Therefore, we obtain informed consent before collecting any personal and sensitive information. Moreover, various security measures ensure the protection of this data against unauthorized access or misuse.

Storage of Personal Information

We use Google Workspace (emails and Google Drive) to manage the relationship with any new prospect; from the moment a consultation request form is provided until the prospect becomes a client of the Mindsession clinic.

Google Workspace (emails and Google Drive) acts as, and is considered, a "Processor" and not as the "Controller" of personal information. The company Mindsession, as the User, controlling and operating a website, is responsible for processing user information.

For more information about the "Personal Information of Users," please refer to Google Workspace's privacy policy.

Use of Cookies and Connection Witnesses

Our website uses cookies for important purposes, including:

- Providing an optimal experience to our visitors and clients.
- Monitoring and analyzing the performance, operation, and effectiveness of the Website.
- Ensuring the security and safety of its use.

However, a cookie notification banner allows visitors to accept or decline non-essential cookies.

Right of Access and Rectification

Upon written request addressed to the person responsible for protecting personal information, you can access the personal information that Mindsession holds about you and, if necessary, request corrections. If you wish to withdraw your consent to the collection of personal information, please contact the person responsible for personal information.

Responsible for the Protection of Personal Information for Mindsession :

Dr. Lara Kalaf – privacy@mindsession.com

Updating the Privacy Policy

Mindsession may modify the content of its website and its use of cookies without notice, and therefore, its Privacy Policy and Cookie Policy may be amended from time to time in the future. We encourage you to consult them when you visit the website to remain informed about how personal information is processed.

Contact Us

For any comments, questions, or requests regarding this privacy policy and our privacy practices, please write to confidentialite@mindsession.com.