

Terms of Use and Privacy Policy



Introduction

"Soulknob" is a trademark product of Vedit Solutions Private Limited. These Terms of Use ("Terms") and the Privacy Policy collectively form a binding Agreement between users ("you" or "User") and SOULKNOB, governing your use of the Soulknob Platform, which includes but is not limited to mobile applications, websites, and associated services provided by Soulknob.



Acceptance of Terms

By accessing the Soulknob Platform, you agree to comply with and be bound by these Terms. It is important to carefully read these Terms and the Privacy Policy before using the services provided by Soulknob.



User Categories

Mental Health Care Professionals

If you are a mental health care professional or health care service provider, whether an individual or an organization, these Terms apply to your interaction with the Soulknob Platform.

Consumers/Clients

If you are a consumer/client or representative searching for practitioners through the Soulknob Platform, these Terms also apply to your use.



Agreement Scope

This Agreement covers your visit to the Soulknob website, use of the Soulknob Platform, and engagement with services provided by Soulknob.

No Doctor-Patient Relationship; Not for Emergency Use

1. Please be aware that the content, text, data, graphics, images, information, suggestions, guidance, and other material (collectively, "Information") on the Website/Application may be provided by Mental Health Care Professionals. This doesn't establish a licensed medical professional/patient relationship between Soulknob and users. It doesn't constitute an opinion, medical advice, or diagnosis or treatment of any particular condition. It's intended to assist in locating appropriate mental health care services from qualified professionals.
2. The Information you obtain from Soulknob and its employees, contractors, partners, sponsors, advertisers, licensors, or otherwise through the Soulknob Platform is for informational purposes only. We make no guarantees, representations, or warranties, whether expressed or implied, regarding professional qualifications, quality of work, or expertise. In no event shall we be liable for any decision made or action taken by you in reliance on such information.
3. The Soulknob Platform is not designed for use in medical emergencies or critical health situations requiring prompt medical attention. If you are considering or contemplating suicide or feel that you are a danger to yourself or others, immediately call 1800-599-0019. The platform is not intended for real-time interactions and does not address emergencies. If you believe you have a medical or mental health emergency, please call or go to the nearest open hospital, clinic, or emergency services.
4. By downloading or accessing the Website/Application to use the Soulknob Platform, you irrevocably accept all the conditions stipulated in this Agreement, the Subscription Terms of Service and Privacy Policy, as available on the Website, and agree to abide by them. This Agreement supersedes all previous oral and written Terms of Use (if any) communicated to you relating to your use of the Website to avail the Soulknob Platform. By availing of any Service, you signify your acceptance of the terms of this Agreement.



5. The Agreement is published in compliance of and is governed by the provisions of Indian law, including but not limited to:

- The Indian Contract Act, of 1872
- The (Indian) Information Technology Act, 2000
- The rules, regulations, guidelines, and clarifications framed thereunder, including the (Indian) Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Information) Rules, 2011 (the “SPI Rules”), and the (Indian) Information Technology (Intermediaries Guidelines) Rules, 2011 (the “IG Rules”).

6. You must be 18 years of age or older to register, use the Soulnob Platform/Application, or visit or use the Website/Application in any manner. By registering, visiting and using the Website or accepting this Agreement, you represent and warrant to Soulnob that you are 18 years of age or older and that you have the right, authority and capacity to use the Website/Application.

User Responsibilities

Users, including practitioners and consumers, are responsible for understanding and complying with these Terms. Practitioners listed on the platform, whether individuals or institutions, must adhere to the guidelines outlined in this Agreement.

Privacy

Your privacy is important. We respect your privacy and are committed to protecting your personal information. This Privacy Policy provides information on how we collect, use, share, and safeguard your personal data.

Information We Collect:

1. Personal Information:

When you use Soulnob, we may collect personal information such as your name, email address, contact details, and demographic information.

2. User Data:

We may gather data on your usage patterns, preferences, and interactions within the Soulnob platform.

How We Use Your Information:

1. Service Delivery:

Personal information is used to provide our mental health and well-being services, including personalized recommendations and support.

2. Communication:

We may use your contact information to send you important updates, newsletters, or promotional materials.

Information Sharing:

1. With Professionals:

Your information may be shared with mental health care professionals to facilitate service delivery.

2. Third Parties:

We do not sell or share your personal information with third parties for their marketing purposes.

Data Security:

1. Secure Handling:

We employ security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction.

Your Choices

1. Control Over Information:

You have the right to access, correct, or delete your personal information. You can also choose to opt-out of receiving non-essential communications.



Changes to the Privacy Policy:

We reserve the right to modify or terminate any portion of the Agreement for any reason and at any time, and any significant changes shall be informed to you. You should read the Agreement at regular intervals. Your use of the Website following any such modification constitutes your agreement to follow and be bound by the agreement so modified.

Agreement Changes

Soulknob reserves the right to revise these Terms at any time. Your continued use of the platform after such changes implies acceptance of the updated Terms.

Contact Information and Grievance Officer

If a user has any questions or grievances concerning Soulknob, the website, this Agreement, the Soulknob Platform, or related matters, you can contact our customer support:

Email: info@soulknob.com

www.soulknob.com

Grievance Officer:

Name: Vivo V G

Email: vivo@soulknob.com

Limitation of Liability

In no event, including negligence, shall Soulknob or any of its directors, officers, employees, agents, or content/service providers (Protected Entities) be liable for:

1. Direct, indirect, special, incidental, consequential, exemplary, or punitive damages arising from the use of, or inability to use, the Website, application, Soulknob Platform, or related functions.
2. Provision or failure to provide services by practitioners to end-users contacted or managed through the Website.
3. Any content posted, transmitted, exchanged, or received by users on or through the Website.
4. Unauthorized access to or alteration of transmissions, data, or any other matter related to the Website or the service.

In no event shall the total aggregate liability of the Protected Entities to a user exceed Rs. 1000/- (Rupees One Thousand Only).

Retention and Removal

Soulknob may retain information collected from users for as long as necessary, in compliance with the SPI Rules. Computer web server logs may be preserved as long as administratively necessary.

GOVERNING LAW AND DISPUTE RESOLUTION

1. These terms shall be governed by the laws of India, without regards to any conflict of law provisions. Any dispute arising out of these Terms shall be subject to the exclusive jurisdiction of the courts in Tamilnadu.
2. If any provision or provisions of these Terms, shall be held to be illegal, invalid, or, unenforceable, the validity, legality, and enforceability of the remaining provisions shall remain in full force and effect.

