



**Aswini MindKare Studio**

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## Aswini MindKare Studio – Terms & Conditions

Welcome to Aswini MindKare Studio. By accessing our website, booking a session, or using any services offered through our platform, you acknowledge that you have read, understood, and agreed to be bound by these Terms & Conditions.

### **1. About Aswini MindKare Studio**

Aswini MindKare Studio is an online emotional wellbeing and counselling platform that connects users with qualified psychologists for professional counselling services.

Our services are intended to support emotional wellbeing and personal growth and are not a substitute for emergency medical, psychiatric, or crisis intervention services.

### **2. Eligibility**

The services offered through Aswini MindKare Studio are available only to:

- Women residing in India.
- Female children and adolescents residing in India, with consent from a parent or legal guardian where applicable.
- Individuals who provide accurate registration information.

We reserve the right to refuse service if eligibility requirements are not met.

### **3. Critical Disclaimer**

#### **Emergency & Crisis Situations**

Aswini MindKare Studio DOES NOT provide:

- Crisis intervention services



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- Suicide prevention services
- Emergency psychiatric support
- Self-harm management
- Emergency medical services

If you are experiencing:

- Suicidal thoughts
- Intent to harm yourself or others
- Psychiatric emergencies
- Severe mental health crises

Please immediately contact:

- Emergency services
- A nearby hospital
- Local mental health crisis services

Do not rely on this platform during emergencies.

### **4. Nature of Services**

The counselling services offered:

- Are educational, supportive, and therapeutic in nature.
- Are conducted online.
- Are based on professional psychological practices and ethics.
- Do not guarantee specific outcomes or results.

Each psychologist operates independently and exercises professional judgment in providing counselling services.

### **5. Booking and Payments**

#### **Session Confirmation**

A booking is confirmed only when:



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- Payment has been successfully completed, and
- A counselling slot has been assigned and confirmed.

Payment alone does not guarantee appointment confirmation.

### **Pricing**

Session fees are displayed on the platform and may change without prior notice.

Applicable taxes may be charged where required.

### **6. User Responsibilities**

Users agree to:

- Provide truthful information.
- Maintain respectful communication.
- Attend sessions punctually.
- Use the platform only for lawful purposes.
- Maintain confidentiality of session links and communications.

Users shall not:

- Harass psychologists.
- Use abusive language.
- Record sessions without permission.
- Share session links with others.
- Attend sessions under the influence of alcohol or drugs.

### **7. Professional Boundaries**

Users must maintain professional boundaries with psychologists.

The following are prohibited:

- Requesting personal contact details.
- Contacting psychologists outside the platform.



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- Attempting personal or social relationships with psychologists.
- Requiring psychologists to follow personal instructions regarding appearance, dress, or personal conduct.

### **8. Exclusive Client Relationship**

All clients introduced through Aswini MindKare Studio remain exclusive clients of Aswini MindKare Studio.

Users shall not:

- Directly engage psychologists privately.
- Arrange sessions outside the platform.
- Circumvent booking processes.

Violation may result in:

- Immediate account termination.
- Legal action.
- Recovery of financial losses and damages.

### **9. Technical Limitations**

As services are provided online:

- Session quality may depend on internet connectivity.
- Technical disruptions may occasionally occur.
- We do not guarantee uninterrupted access.

Reasonable efforts will be made to reschedule sessions affected by platform-related technical issues.

### **10. Intellectual Property**

All website content, branding, logos, graphics, forms, assessments, educational materials, and resources belong to Aswini MindKare Studio unless otherwise stated.

Unauthorized copying, reproduction, distribution, or commercial use is prohibited.

### **11. Limitation of Liability**



## Aswini MindKare Studio

To the fullest extent permitted by law:

Aswini MindKare Studio shall not be liable for:

- Clinical decisions made by psychologists.
- Therapeutic outcomes.
- User decisions based on counselling.
- Crisis, suicidal, or emergency situations.
- Indirect, incidental, or consequential damages.
- Internet interruptions or technical failures.

Users participate voluntarily and accept responsibility for their personal decisions and actions.

### **12. Suspension and Termination**

We reserve the right to suspend or terminate services for:

- Misuse of the platform.
- Fraudulent activity.
- Abuse toward psychologists or staff.
- Violation of these Terms & Conditions.

### **13. Governing Law**

These Terms shall be governed by the laws of India.

Any disputes shall be subject exclusively to the jurisdiction of the courts of Bangalore, Karnataka.

### **14. Contact Information**

For questions regarding these Terms:

Email: [contact@aswinimindkarestudio.com](mailto:contact@aswinimindkarestudio.com)

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



**Aswini MindKare Studio**

## Privacy Policy

At Aswini MindKare Studio, we value your privacy and are committed to protecting your personal information.

### **1. Information We Collect**

#### **Personal Information**

We may collect:

- Name
- Age
- Email address
- Phone number
- Location

#### **Session Information**

We may collect:

- Booking history
- Session preferences
- Counselling concerns shared during intake
- Feedback provided by users

#### **Technical Information**

We may automatically collect:

- Website usage data

### **2. Purpose of Collection**

Information is collected to:

- Schedule counselling sessions
- Provide counselling services



## Aswini MindKare Studio

- Improve platform functionality
- Respond to user inquiries
- Meet legal and regulatory obligations

### **3. Confidentiality**

We treat counselling-related information with sensitivity and confidentiality.

However, confidentiality may be limited when:

- Required by law.
- There is a risk of serious harm.
- There is suspected abuse or neglect.
- Court orders require disclosure.

### **4. Data Security**

We implement reasonable administrative, technical, and organizational safeguards to protect personal information.

These measures may include:

- Secure platforms
- Restricted access
- Password protection
- Data monitoring practices

No system can guarantee absolute security.

### **5. User Responsibilities**

Users shall:

- Avoid sharing confidential information through insecure channels.
- Notify us immediately of suspected security incidents.

### **6. Recording Policy**

Sessions shall not be recorded by users without prior written consent.



## **Aswini MindKare Studio**

Screenshots, screen recordings, downloads, or unauthorized storage of counselling content are prohibited.

### **7. Data Sharing**

We do not sell personal information.

Information may be shared only:

- With assigned psychologists.
- With service providers supporting platform operations.
- When legally required.
- To prevent serious harm.

### **8. Data Retention**

Information may be retained for operational, legal, compliance, and professional record-keeping purposes.

Retention periods may vary based on applicable laws and professional requirements.

### **9. Cookies**

Our website may use cookies and analytics tools to improve user experience.

Users may disable cookies through browser settings.

### **10. Children's Privacy**

For users below the legal age of consent, parental or guardian consent may be required.

### **11. User Rights**

Users may request:

- Access to their information.
- Correction of inaccurate information.
- Deletion requests where legally permissible.

Requests may be sent to:

[contact@aswinimindkarestudio.com](mailto:contact@aswinimindkarestudio.com)



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## **12. Updates to this Policy**

We may update this Privacy Policy periodically.

The latest version will always be available on our website.

## **13. Contact**

Privacy-related questions may be sent to:

[contact@aswinimindkarestudio.com](mailto:contact@aswinimindkarestudio.com)

# Refund, Cancellation & Rescheduling Policy

## **1. Booking Confirmation**

A session is considered confirmed only when:

- Payment has been successfully completed, and
- The selected slot has been confirmed by Aswini MindKare Studio.

Payment alone does not guarantee booking confirmation.

## **2. No Refund Policy**

All bookings made through Aswini MindKare Studio are final.

### **No Refunds**

Refunds will not be provided under any circumstances, including:

- Change of mind.
- Missed sessions.
- Failure to attend.
- Personal scheduling conflicts.
- Dissatisfaction with counselling outcomes.
- Technical issues arising from the user's internet connection, device, or environment.



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### **3. No Show Policy**

A session shall be considered completed when:

- The user fails to join within the scheduled session window.
- The user is unavailable at the scheduled time.
- The user leaves the session voluntarily.

No-show sessions are non-refundable and non-transferable.

### **4. Rescheduling Policy**

Users may request rescheduling only if:

- The request is submitted at least 6 hours before the scheduled appointment time.
- The request is sent to:

[contact@aswinimindkarestudio.com](mailto:contact@aswinimindkarestudio.com)

Rescheduling requests made within 6 hours of the appointment may be denied.

### **5. Rescheduling Limits**

- Rescheduling is subject to psychologist's availability.
- The rescheduled session must be completed within the validity period communicated by the platform.
- Rescheduling is permitted only for the original registered individual.

Sessions are not transferable.

### **6. Technical Interruptions**

If a session is interrupted due to platform-related technical failures:

- Reasonable efforts will be made to reconnect.
- The remaining session time may be rescheduled at the discretion of Aswini MindKare Studio.

No monetary refunds shall be issued.

### **7. Cancellation by Aswini MindKare Studio**



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If a psychologist becomes unavailable due to unforeseen circumstances:

- The session may be rescheduled.
- An alternate psychologist may be offered where appropriate.

No compensation beyond rescheduling shall apply.

### **8. Abuse & Misuse**

Aswini MindKare Studio reserves the right to cancel or terminate sessions without refund if a user:

- Behaves abusively.
- Harasses psychologists.
- Provides false information.
- Violates platform policies.
- Misuses services.

### **9. Contact**

For booking-related support:

Email: [contact@aswinimindkarestudio.com](mailto:contact@aswinimindkarestudio.com)

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

WhatsApp – 9986326536.