Privacy Policy

Terms and conditions

We are Menopause.ai LLC

This privacy policy explains how we use your personal data collected through our website.

If you have any questions about this privacy policy, including any requests relating to your legal rights, please contact us at privacy@menopause.ai

HOW DO WE USE YOUR PERSONAL DATA?

When you create an account. If you create an account with Menopause.ai, we will collect information including your name, password and email address if you choose to provide it. We collect these details to fulfil our contractual obligations to you.

When you pay for a subscription. If you pay for a subscription, we will collect information including your name and payment details (which we won’t store). We collect these details to fulfil our contractual obligations to you.

When you complete a menopause assessment. If you complete a menopause assessment through Menopause.ai, in any format, we will collect your name, date of birth and health related information such as your stress levels, activity levels and menopause symptoms. We collect this information to fulfil our contractual obligations to you and where we process your health information based on your explicit consent so that we can provide you with a tailored menopause plan and support. You can withdraw your consent at any time by contacting us at privacy@menopause.ai.

When you complete a menopause consultation. If you complete a menopause consultation through Menopause.ai, we will collect information including your name, date of birth, medical history, current menopause symptoms, family history, lifestyle, your recommended treatment details and photo ID. We collect these details to fulfil our contractual obligations to you and for the provision of health care services from a health professional.

Doctor’s appointments. If you book an appointment through Menopause.ai to speak with a doctor, we collect information including your name, contact details, payment details, appointment details and prescription details if applicable. Our doctors also make detailed notes of your consultation which we keep on file to ensure we are compliant with healthcare regulations. We collect these details to fulfil our contractual obligations to you and for the provision of health care services from a health professional.

Prescriptions. If you purchase a menopause prescription through Menopause.ai, we collect information including your prescription details, name, contact details, delivery details and payment details. We collect these details to fulfil our contractual obligations to you and for the provision of health care services from a health professional.

When you provide a testimonial. If you provide us with a testimonial or story we may publish this or otherwise use it for our internal business purposes. We will anonymise any public testimonials and we process this information as it is in our legitimate interests to promote our business and improve our services. If we publish your story or testimonial in a way that identifies you we will only do so with your consent and if it contains your health information with your explicit consent. If you would ever like us to remove your testimonial or story from our website, please contact us at privacy@menopause.ai and we’ll of course remove this.

When we anonymise your personal data. In some circumstances we and our sub-contractors may carefully anonymise your personal data so that it can no longer be associated with you, and we and they may use this anonymised information indefinitely without notifying you. We use this anonymised data to (i) complete research in the public interest, such as to analyse trends in menopause symptoms and treatments to develop our products and services and support other similar programmes around the world, including using the data in blogs and academic articles and (ii) to meet our reporting requirements.

When you attend one of our events or any third party events. When you attend one of our events (whether in person or online e.g. via Zoom), we will usually collect your name and email address. We collect this information because it’s in our legitimate interests to know who’s attending our events. Where you provide us with your personal data at a third party event where we are also in attendance, we will process this under our legitimate interest to promote our business and follow up on your expression of interest in our group.

When you apply for a job with us. When you enter into the recruitment process with us we may collect your name, contact details, recruitment information (e.g. right to work documentation and references), qualifications, accreditations, and any additional information we may receive from our recruitment partners. We will use your personal data to assess your suitability for our available roles before taking steps at your request to enter into a contract with you. Where we process your right to work documentation, we will do so to comply with our legal obligations.

When you contact us. When you contact us either by phone or email with general queries, we will usually collect your name, contact details and information relating to your query, because it is in our legitimate interest to make sure we can properly respond to your query.

Newsletters. When we send you our newsletters because you have opted-in to receive them, we rely on your consent to contact you. If you have not opted-in and we contact you by email, we do this because of our legitimate interest to promote our business. You can unsubscribe from our updates at any time by clicking the unsubscribe link at the bottom of any of our emails or by emailing privacy@menopause.ai.

On social media. When you connect with us on social media including on Twitter, Instagram and LinkedIn we will collect and look after your handle, name and email address under our legitimate interest to respond to your comments and queries promptly.

Technical information when you use our website or app. When you consent, we collect information about how you use our website. We use this information to improve our website and to better understand how people use it. More detail on the information we collect and how we do this is set out in our cookie policy below.

To continue to provide our services to you in the event our business is sold. In order to ensure we can continue to provide our services to you by a prospective buyer, we may process your personal data where we have a legitimate interest to do so. If you object to our use of your personal data in this way, the buyer of our business may not be able to provide services to you.

WHO DO WE SHARE YOUR DATA WITH?

Business partners, researchers, suppliers and subcontractors for the performance of the contract we enter into with them and for the advancement of high quality menopause care.

Analytics and search engine providers to assist us with the improvement and optimisation of our site.

Promotional events, we do not sell data for marketing purposes. We may share your data with an event organiser. We will always tell you before (usually on the event registration form) and you will be given the chance to opt-out before we do this.

Regulators/ Authorities/ Enforcement Agencies if we are under a duty to disclose or share your personal data in order to meet any legal requirement, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of our clients or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

Prospective buyers of our business under our legitimate interest to ensure our business can be continued by the buyer.

If you use Menopause.ai, we will also share your personal data with our pharmacy partners and our doctors.

If you place an order from us for a menopause prescription, we will share your information with any of our registered pharmacy providers. Our partner(s) will then review your menopause consultation results and, if it agrees with the recommendation, issue your prescription and send it to your nominated delivery address. If necessary, a pharmacist from one of our partners may reach out to you to discuss your prescription request.

If, after your menopause consultation, you book an appointment through us to speak with a doctor we will share your personal data with the doctor for the purpose of the appointment. If the doctor issues you with a prescription, the details will be sent to us for processing.

WHERE IS MY DATA STORED?

All information you provide to us is stored in Switzerland.

Whenever we transfer your personal data outside of the UK and the EU which would only be for the purposes of storing it safely with our hosting provider, we ensure it receives additional protection as required by law. To keep this privacy policy as short and easy to understand as possible, we haven’t set out the specific circumstances when each of these protection measures are used. You can contact us at privacy@menopause.ai for more detail on this.

HOW LONG DO WE KEEP YOUR DATA FOR?

We will only retain your personal data for as long as we need it to fulfil the purposes we collected it for and we will periodically review the personal data in our reviews to ensure we are only holding what is necessary. We may be required to keep your data for longer in order to be able to comply with our legal, accounting or regulatory requirements. Please note where we are relying on your consent to hold your personal data, you can withdraw this consent at any time and we can delete your data.

WHAT ARE MY RIGHTS UNDER DATA PROTECTION LAW?

You have various other rights under applicable data protection laws, including the right to:

access your personal data (also known as a “subject access request”);

correct incomplete or inaccurate information we hold about you;

ask us to erase the personal data we hold about you;

ask us to restrict our handling of your personal data;

ask us to transfer your personal data to a third party;

object to how we are using your personal data; and

withdraw your consent to us handling your personal data.

Please keep in mind that data protection law is complicated, and these rights will not always be available to you all of the time.

You also have the right to lodge a complaint with us or with the supervisory authority for data protection issues in Switzerland. If you are based outside Switzerland, you can find your relevant supervisory authority here. If you have any questions about when these rights will apply to you, please do get in touch with us at privacy@menopause.ai

QUESTIONS, COMMENTS AND MORE DETAIL

Your feedback and suggestions on this policy are welcome.

We’ve worked hard to create a policy that’s easy to read and clear. But if you feel that we have overlooked an important perspective or used language which you think we could improve, please let us know by email at privacy@menopause.ai

COOKIES

Our sites use cookies to distinguish you from other users of our sites. This helps us to provide you with a good experience when you browse our sites and also allows us to improve our sites.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer. We only use (and store) non-essential cookies on your computer’s browser or hard drive if you provide your consent.

SITE COOKIE PURPOSE DURATION

www.menopause.ai Google Analytics Marketing and Analytics 2 years

www.menopause.ai Facebook Advertising 3 months

www.menopause.ai Cloudflare Functional 30 minutes

www.menopause.ai Intercom Functional Up to 1 week

www.menopause.ai Google Analytics Marketing and Analytics 2 years

www.menopause.ai YouTube Marketing and Analytics, Advertising Up to 2 years

www.menopause.ai Scorecard Research Marketing and Analytics, Advertising 2 years

cookies used for www.menopause.ai .

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

This privacy policy was last updated on May 31, 2023.

**DISCLAIMER**

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The website www.menopause.ai is the property of Menopause.ai LLC. By accessing this website and retrieving information you declare that you are in agreement with the following terms.

**Use**  
Menopause.ai makes every effort to ensure the safe operation of the website. Nevertheless, faults such as data loss or data falsification, virus infection, outage etc. cannot be excluded. When accessing this website, the user does so at their own risk and responsibility.

**Disclaimer**  
Menopause.ai accepts no liability for damages or consequential damages resulting from access to their website or links to other websites.

**Medical Advice Disclaimer**

DISCLAIMER: MENOPAUSE.AI DOES NOT PROVIDE MEDICAL ADVICE

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**Disclaimer of warranty**  
Menopause.ai takes every care to ensure that the information on the website is correct and current at the time of publishing and does not violate any rights of third parties (in particular privacy rights). Nevertheless, Menopause.ai cannot make any guarantees with regard to the accuracy, reliability or completeness of the information.

**Google Site Search**  
The website of Menopause.ai uses Google Analytics, a web analysis service from Google Inc. ("Google"). Google Analytics uses "Cookies", text files that are stored on your computer, which enable an analysis of your use of the website. The information obtained by the Cookie about your use of this website is generally transferred to a Google server in the USA and saved there. However, if IP anonymisation is activated on this website, your IP address will be shortened by Google within the member states of the European Union or in other European Economic Area states which are party to the agreement. Only in exceptional cases will the full IP address be transferred to a Google server in the USA and shortened there. IP anonymisation is active on this website. Google will use this information on behalf of the operator of this website to evaluate your use of the website, to compile reports on website activity and to provide further services to the website operator in connection with website use and internet use. The IP address transmitted by your browser as part of Google Analytics is not merged with other data from Google. You can prevent cookies from being stored by changing the settings in your browser software; however, we point out that, in so doing, it is possible that you may not be able to use all the functions of this website fully.

**Linked websites (links)**  
The website contains some links to third-party websites. Menopause.ai takes no responsibility for the content, any products, services or other offers on those websites or for their adherence to data privacy rules. If you activate a link, you do so at your own risk.

**Data privacy**  
The entry of personal or business data, such as names, email addresses etc. is voluntary.

**Copyright**  
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**Protection of the logo**  
Permission must be obtained for using the Menopause.ai logo.

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