

## Request for Information Deletion/Removal

If you would like Talkspace LLC to delete or remove your personal information from their records, please fill out and return the below form to authorize the deletion/removal and check the box relating to what information you are requesting to be removed. This form includes a brief description of each type of information and you may select any or all of them within this single request.

**Please note that as a Healthcare Provider, state and federal regulations require us to retain certain medical records for periods ranging between 7 and 10 years. Additionally, credit card information, as well as other financial transaction data must be retained due to financial reporting requirements.**

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**Information Required to Validate Account:** Please provide the following information so that we can confirm your identity and the account for which the request is being processed.

**Name Listed on the Account:** \_\_\_\_\_

**Talkspace Account Email Address:** \_\_\_\_\_

**Your Contact Email: (If different from the above Account Email)** \_\_\_\_\_

**Form of Identity:** Please include a copy of a current form of photo identification.

### What Information Are You Requesting to Remove/Delete?

<input type="checkbox"/> Marketing/Advertisement	Information you have shared with us while exploring Talkspace service options or through the setting of Internet pixels/cookies. This information is used to assist Talkspace in sending you information about our services and your area of interest. <b>Note:</b> We will contact our advertising affiliates regarding your request but this may not prevent randomized advertisements sent via third-party agencies.
<input type="checkbox"/> Chat Histories	Exchanges between you and your provider(s) by messaging. Requesting this type of deletion is <b>permanent</b> and cannot be <b>reversed/recovered</b> . <b>Note:</b> This applies to the chat history only and does not impact your medical records. As a healthcare provider, Talkspace is required by law to maintain medical records.
<input type="checkbox"/> Account Deletion	Removal of your account information and user deactivation. <b>Note:</b> Removal of your account information and user deactivation does not absolve outstanding balances or



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	<p>charges for completed sessions. Claims are typically delayed from invoicing by 30 days. You may receive an invoice requesting payment for completed sessions after your account deletion is processed. For cancellation of your current service/subscription or inquiries regarding invoices, billing, and refunds, please contact the Talkspace Client Support Team at <a href="https://www.talkspace.com/public/contact-us">https://www.talkspace.com/public/contact-us</a></p>
<p><input type="checkbox"/> <b>International Data</b>  <i>(Check this box if your citizenship is outside of the U.S. You will be sent an additional form via your contact email requesting more information)</i></p>	<p>Data subjects with international residency may request that their data be erased/deleted pursuant to the information protections of their home country. Talkspace will fully comply with any and all requests regarding account access, data/information correction, objection, restriction, erasure or data portability where applicable. <b>Note:</b> By selecting this option, you will receive via your contact email a request for more information.</p>

By signing this form, I consent to the above selected request.

<b>Requestor's Signature:</b>	<b>Date:</b>
_____	_____

