

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.

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. Note: 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 permanent and cannot be reversed/recovered . Note: 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.



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<input type="checkbox"/> Account Deletion	Cancellation of current service and removal of your information from notifications or messages associated with your previous account.
<input type="checkbox"/> International Data <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>	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. Note: By selecting this option, you will receive via your contact email a request for more information.

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

Requestor's Signature:	Date:
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