

DATA SUBJECT RIGHTS REQUEST

For an overview of data subject rights available to you under the General Data Protection Regulation (**GDPR**) please refer to Talkspace's privacy policy. Please note that, depending on the circumstances, only certain rights will apply to you. Once you have completed the form, please email the form to privacy@talkspace.com together with the verification documentation set out in **Part 2** below.

Please ensure that you have provided all of the information requested below in English and in a legible format, and add as much detail as possible. If you have any questions about this form, please do not hesitate to contact us at privacy@talkspace.com.

Part 1: Request Form

Full Name of Requester:

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Name of Data Subject (if different from the Requester):

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Country of residence

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Correspondence address / email of the Data Subject and Requester:

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Please choose which right you are exercising under the GDPR:

- Access
- Correction
- Objection
- Restriction
- Data portability

- Erasure

Access:

Please confirm whether or not you are processing personal data about me in relation to the following:

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Please provide me with a copy of:

- The data described above
- The following data:

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Please note that we may not provide you with certain personal data if providing it would interfere with another individual's rights (e.g. where providing the personal data we hold about you would reveal information about another person) or where another exemption applies.

Correction: Please specify your request:

- Rectification of inaccurate personal data.
- Completion of incomplete personal data.

Please note that you can access your account to correct certain information stored on your profile within the platform. If you believe that we hold information about you that is incorrect, and you cannot correct it using the platform, please explain in detail why you believe the personal data we hold about you to be inaccurate or incomplete so that we can assess whether a correction is required.

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While we assess whether the personal data we hold about you is inaccurate or incomplete, you may exercise your right to restrict our processing of the applicable data (described below).

Restriction: Please specify your request:

- I believe my personal data is not accurate, and would like Talkspace to stop processing my data for the period it takes for Talkspace to verify my request for **Correction**.
- I believe the processing is unlawful and I want Talkspace to retain the personal data for storage but not further process it.
- I believe the processing of my personal data is no longer necessary for Talkspace’s purposes but would like it to be stored for the establishment, exercise or defence of legal claims.
- I object to Talkspace processing my personal data on the basis of Talkspace’s legitimate interest and wish Talkspace to stop processing the personal data while Talkspace determines whether it has an overriding interest in Talkspace retaining such personal data.

For each option selected above, please provide the reasons for the request below:

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Please note that if we stop processing your personal data, we may use it again if there are valid grounds under data protection law for us to do so (e.g. for the defence of legal claims or for another person's protection).

Objection: Please specify your request.

- I object to the processing of my personal data by Talkspace to send information about promotions, special offers, or marketing.
- I object to Talkspace processing my personal data on the basis of Talkspace's legitimate interest or public interest.

Please provide us with detail as to your reasoning so that we can assess whether there is a compelling overriding interest in us continuing to process such data or we need to process it for the establishment, exercise or defence of legal claims:

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Data Portability: Please specify your request:

- I would like to receive the personal data I provided to you and you process with my consent in a structured, commonly used and machine-readable format.
- I would like to receive the personal data you collect about me for the purposes of performing Talkspace's contract with me in a structured, commonly used and machine-readable format.
- Where technically feasible, I would like to have the personal data transmitted directly from Talkspace to another data controller.

Please provide details of that company and note that we are not responsible for the security of the personal data or its processing once received by the third party:

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We may not provide you with certain data if providing it would interfere with another individual's rights (e.g. where providing the personal data we hold about you would reveal information about another person or our trade secrets or intellectual property, or if the processing necessary for the performance of a task carried out in the public interest).

Erasure: Please specify on what basis you are requesting erasure and provide as much detail as possible on your reasons for the request below:

- I believe that it is no longer necessary for Talkspace to hold the personal data it holds about me. *(Please provide us with details as to your reasoning below.)*
- Talkspace is processing my personal data on the basis of my consent, and I wish to withdraw my consent, and I believe there are no other grounds under which Talkspace can process the personal data. *(Please note that if there is another ground on which we can rely to process such data we may retain such data.)*
- Talkspace is processing my personal data on the basis of Talkspace's legitimate interest and I object to such processing. *(Please provide us with detail as to your reasoning below so that we can assess whether there is an overriding interest for us to retain such personal data.)*
- I no longer wish Talkspace to use my personal data in order to send me promotions, special offers, or marketing.
- I believe the personal data Talkspace holds about me is being unlawfully processed by Talkspace. *(Please provide us with detail as to your reasoning below.)*
- I am, or was, a child under the *[minimum age specified in the relevant terms of service (see <https://www.talkspace.com/public/terms>) when Talkspace collected the personal data and Talkspace can verify my age. (Please provide a copy of your [passport/identity card] so we can verify your age.)*

For each option selected above, please provide as much detail as possible on your reasons for the request to assist us in determining whether you have a valid basis for erasure. Please note, however, that we may retain the personal data if there are valid grounds under law for us to do so (e.g. for the defence of legal claims or freedom of expression) but we will let you know if that is the case.

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Part 2: Verification of Data Subject

In order to validate your or the data subject on whose behalf you write to us' request, we need to verify your identity. Please can you provide us with two forms of information: one from List A; and one from List B. Your information will be stored securely.

List A	List B
Email and Name	Provider name(s)
Valid Photo Driving Licence or Passport	Subscription information and dates of service