

Effective Date: June 1, 2025

Entity: TM Cloud Solutions LLC

Product: TotalHealthX

Contact Email: info@totalhealthx.com

TotalHealthX, a product developed and operated by **TM Cloud Solutions LLC**, values and respects your privacy. This Privacy Policy outlines how we collect, use, store, and protect your information when you use our mobile application and website. By using TotalHealthX, you agree to the terms outlined below.

1. Who We Are

TM Cloud Solutions LLC is a registered entity based in **Frisco, United States**. Our flagship product, **TotalHealthX**, is a health and wellness platform designed to deliver personalized insights using user-provided data and artificial intelligence. Although we are headquartered in the U.S., our services are accessible globally.

2. Information We Collect

We collect the following types of personal and health-related information when you use our mobile app or website:

Personal Identification Information

- Full Name
- Date of Birth
- Age
- Email Address
- Phone Number
- Profile Picture

Health & Wellness Data

- Blood Pressure (BP)
- Blood Sugar Levels
- Cholesterol Levels
- Body Weight
- Stress Levels
- Diet Preferences
- Lifestyle Choices and Wellness Goals

Device and Usage Data

- Device type and operating system (when using mobile app)



- IP Address (for security and diagnostics only)
- Session data (optional for future analytics)

We **do not collect** payment data, government IDs, or sensitive biometric markers beyond the scope of voluntary health input.

3. How We Collect Your Data

- **During Profile Setup:** Upon installing the mobile app, users create a profile by entering name, age, email, DOB, and uploading a profile photo.
- **During App Use:** Health metrics are manually entered by users or optionally collected through third-party integrations (if enabled in future).
- **AI Chat Inputs:** When users interact with Aiva, our AI assistant, health-related responses are generated based on voluntarily submitted data.
- **Website Usage:** Our website currently allows anonymous browsing. No personal data is collected unless you contact us or fill out a form.

4. Purpose of Data Collection

We collect and use your information for the following purposes:

- To provide health and wellness insights tailored to your profile
- To enhance your user experience through personalization
- To securely store your data for ongoing tracking and recommendations
- To support AI-driven health analysis through our assistant “Aiva”
- To communicate important updates or reminders (if you opt-in)
- To comply with legal obligations and prevent misuse of our services

We do **not use your data for advertising, resale, or third-party monetization.**

5. Data Storage and Security

- **Where is your data stored?**
All user data is securely stored in **MongoDB Atlas**, and authentication is managed through **Firebase Authentication**.
Hosting is provisioned through **cloud infrastructure services** using industry-grade encryption protocols.
- **How is your data protected?**
 - Encryption in transit (HTTPS, TLS 1.2+)
 - Encryption at rest (AES-256 standards)
 - Role-based access controls (RBAC)
 - Secure access tokens for authentication

We regularly audit our systems for vulnerabilities and follow **best practices for data security and resilience.**



6. Data Sharing and Third Parties

We do **not share** your personal or health data with:

- Advertisers
- Partners
- Insurance providers
- Pharmaceutical companies

At present, we do **not integrate with third-party analytics platforms**, but we may do so in the future with full transparency and opt-out options.

We **do not sell or rent** your data under any circumstances.

7. Children's Privacy

Our app is available for all age groups. We do **not knowingly collect or store data from children under 13** without verifiable parental consent. However, any minor using the app is subject to the same data protection outlined in this policy.

Parents or guardians can contact us to request deletion of any associated child data.

8. User Rights

If you are located in the U.S., EU, or other jurisdictions with data protection laws (e.g., **GDPR, CCPA**), you have the following rights:

- **Access:** Request a copy of your personal data.
- **Correction:** Ask us to update or correct your information.
- **Deletion:** Delete your account and associated data at any time from the app.
- **Portability:** Request your data in a machine-readable format (on demand).
- **Opt-Out:** You may choose not to receive communications or marketing (when implemented).

We honor all deletion requests without delay and ensure **permanent erasure** from our database.

9. Cookies and Tracking (Currently Not Used)

Our app and website **do not currently use cookies or tracking technologies**.

If we implement cookies in the future, users will be informed and given the option to opt-in or decline, in line with applicable regulations.



10. Future Updates and Changes

We may update this Privacy Policy as we evolve. All changes will be published on our website or app with a clear effective date. Continued use of the service after changes indicates acceptance of the new terms.

11. Contact Us

If you have any questions, concerns, or requests regarding your privacy or data, you can reach us at:

 **Email:** info@totalhealthx.com

We aim to respond within 72 hours for all privacy-related queries.

This Privacy Policy reflects our strong commitment to protecting your data and respecting your rights as a user. Thank you for trusting TotalHealthX.