

Terms and Conditions (Public/Client)

Policy Number: IPC-TC-PUB-2026-001

Effective Date: February 11, 2026

Last Revised: February 11, 2026

Compliance Oversight: Legal & Regulatory Affairs

1. Agreement to Terms

By accessing the InPsyCare platform or scheduling a consultation, you (the "User") enter into a legally binding agreement with InPsyCare. These terms govern your use of our digital interface, triaging services, and professional mental health facilitation.

2. Nature of Service

InPsyCare is a specialised platform that connects users with qualified mental health professionals.

- **Facilitation Role:** InPsyCare provides the infrastructure, security, and administrative triaging to support clinical care. The professional responsibility for clinical advice lies with the assigned Practitioner.
- **Non-Emergency Notice:** InPsyCare is not an emergency or crisis intervention service. If you are experiencing a psychiatric emergency, immediate risk of self-harm, or violence, please contact your local emergency services or a 24/7 crisis helpline immediately.

3. User Obligations & Eligibility

To ensure a safe and effective therapeutic environment, Users agree to the following:

- **Capacity:** You must be at least 18 years of age. Services for minors require the verified participation and consent of a legal guardian.
- **Accuracy:** You agree to provide accurate, current, and complete information during the intake and triaging process.
- **Conduct:** Users must maintain a professional and respectful demeanour during sessions. Harassment or abusive behaviour toward Practitioners or staff will result in immediate termination of services without a refund.

4. Privacy & The "Patient ID" Standard

Your use of this platform is protected by our **Privacy and Data Protection Policy**.

- **Identity Masking:** To prioritise your privacy, InPsyCare uses a unique **Patient ID** system. Your legal name is decoupled from clinical records in our internal database to provide an industry-leading layer of confidentiality.
- **Data Rights:** In accordance with the **DPDP Act 2023**, you retain the right to access, correct, or request the deletion of your data through our Grievance Officer.



5. Financial Terms

- **Payment:** All session fees are due in full at the time of booking via our secure payment gateway.
- **Cancellation:** All bookings are subject to the **Refund & Cancellation Policy**. Late cancellations (less than 24 hours' notice) and "No-Shows" are generally ineligible for refunds.
- **Disputes:** Any billing discrepancies must be reported to info@inpsycare.com within 14 days of the transaction.

6. Prohibited Actions

Users are strictly prohibited from:

- **Unauthorised Recording:** Recording audio or video of sessions is strictly forbidden to protect the clinical integrity and privacy of the Practitioner.
- **Platform Interference:** Attempting to breach security protocols or reverse-engineer the Patient ID system.
- **Commercial Use:** Using the platform's resources or content for any commercial or non-personal purposes.

7. Limitation of Liability

InPsyCare provides the platform on an "as-is" and "as-available" basis. While we verify the credentials of all Practitioners:

- The Organization is not liable for the specific clinical outcomes of therapy.
- The Organization shall not be held responsible for technical interruptions caused by the User's hardware or internet service provider.

8. Amendments

InPsyCare reserves the right to update these Terms at any time to reflect changes in law or service protocols. The "Last Revised" date at the top of this document will indicate the most recent version.

9. Contact & Support

For general inquiries, feedback, or to report a technical issue, please contact:

Public Relations & Support: info@inpsycare.com

Subject: T&C Inquiry

