Privacy Policy for Quedate Tranquila (QT)

Effective Date: 09/30/2026 **Last Updated:** 11/09/2026

Introduction

This Privacy Policy describes how ISA Associates, Inc. ("we," "us," or "our") collects, uses, and protects your personal information when you use Quedate Tranquila (the "App"). We are committed to protecting the privacy and confidentiality of our users.

The App is currently in a limited testing phase and is only accessible to individuals who have been specifically granted access by our research team and who have completed the informed consent process.

Research Study Information

The App is part of a research study designed to support mental health among Latina women. This study has been reviewed and approved by ISA Institutional Review Board (IRB) IRB00001271 under the Quédate Tranquila: A Mobile, Web-based Stress Management Intervention for Hispanic Women Study Protocol.

If you are in crisis, please contact emergency services (911) or the 988 Suicide & Crisis Lifeline (call or text 988; press 2 for Spanish). The research team is not able to provide emergency mental health services.

By accessing the App, you are agreeing that you have already signed the informed consent document for this research study. This Privacy Policy supplements the information provided in your informed consent document and describes our data practices in detail. If you have questions about your rights as a research participant, you may contact:

Dr. Samantha Leaf, Interim Chairperson, ISA Institutional Review Board
ISA Associates, Inc. 4501 Fairfax Drive Suite 601 Arlington, VA 22203
703-739-0883
sleaf@isagroup.com

You may withdraw from the research study at any time by contacting the research team. Upon withdrawal, your access to the App will end, and your data will be handled according to the procedures described in your informed consent document.

Information We Collect Within QT

Information You Provide Directly

- **Account Information:** Email address and password you provide when you create your App account. Your email address is used only to sign in, contact you about the study, and send study payments. If you do not want to provide your own email, a

research staff member will provide you a randomly generated email to use. Inside the App, you are shown a randomly generated display name.

- **Mental Health Data:** Information you enter related to your mental health and wellbeing, including mood tracking, self-assessments, and responses to prompts (ex. goal setting). These inputs are used to provide App features and for the research purposes described below.
- **Program Progress:** Which lesson series you complete and how many minutes of practices and meditations you do. This is used to track study goals and send study payments.

Information Collected Automatically

- **Usage Data:** Information about how you interact with QT, including features used, time spent, and navigation patterns. This information is used for the research purposes described below and to improve the App.
- **Device Information:** Device type, operating system version, language settings
- **Log Data:** Technical information such as app crashes, system activity, and error reports. We use Google Firebase Crashlytics to collect crash and error reports. To help us investigate problems with your account, crash reports are linked to your App user ID and email address, which are sent to and stored by Google for this purpose. Separately, because the App is distributed through Apple TestFlight (iPhone) and Google Play testing (Android), Apple and Google automatically collect crash and usage information and share general, non-identifying information with us, such as number of sessions and device type. Apple and Google do not share your name or email address with us through TestFlight or Google Play.

How We Use Your Information

We use the information we collect to:

- Provide and maintain the App, including account sign-in, security, and technical support
- Contact you about the study and send study payments
- Conduct IRB-approved research of Quédate Tranquila: A Mobile, Web-based Stress Management Intervention for Hispanic Women Study Protocol, approved by the ISA Institutional Review Board (IRB00001271), to better understand use of mental health support tools among Latina communities, as described in your informed consent document. Research activities may include analysis of usage patterns, outcomes assessment, program evaluation, and other activities specified in the research protocol.

Data Sharing and Disclosure

No Commercial Sharing: Your personal data is never sold or shared with data brokers or third-party advertisers.

No Third-Party AI Sharing: We do not share your personal data with third-party AI models.

As described in your informed consent document, we may share your information in the following circumstances:

- **Research Team Members:** Only ISA staff working on this study can access your identifiable data. Your data may be accessed by approved members of the research team who have been trained in confidentiality procedures and human subjects protection
- **Other App Users:** The App assigns you a randomly generated pseudonym that is used in place of your name everywhere inside the App. Your email address is used only when you sign up and is never displayed anywhere in the App. You can have the App generate a new pseudonym for you, but you cannot choose your own. Other participants can see this pseudonym when you share flowers with each other and when you complete an achievement, and can view a profile showing your pseudonym and basic activity statistics such as time spent practicing, lesson series completed, and achievements unlocked. Your email address is never displayed to other users anywhere in the App, and your mood tracking, self-assessments, and other responses are never visible to other users.
- **Service Providers:** The App's database is hosted by Digital Ocean on our behalf. Crash reporting is provided by Google Firebase Crashlytics, which receives your App user ID and email address along with crash reports. Password-reset emails are sent through SendGrid (Twilio), which receives your email address in order to deliver your reset code. Push notifications are delivered through Google Firebase Cloud Messaging, which receives your device's push token and the notification content (such as another participant's pseudonym and the achievement earned). Over-the-air App updates are delivered by a CodePush update server operated by Founders Approach, which your App contacts when it launches to check for and download App updates. These providers are required to protect your information and may use it only to provide services to us.
- **Research Collaborators:** De-identified data may be shared with approved research collaborators as specified in the informed consent document and IRB protocol
- **De-identified Research Data:** Aggregated, de-identified data may be used for publications, presentations, and future research, ensuring individual participants cannot be identified
- **Regulatory and Oversight Bodies:** Data may be reviewed by the IRB, institutional compliance offices, or regulatory agencies as part of their oversight responsibilities
- **Legal Requirements:** This study is covered by a Certificate of Confidentiality from the National Institutes of Health. This means we cannot be forced to share information that could identify you, even by a court order, and this protection continues after the study ends. We may share your information only if you give us written permission, if we are required by law to report suspected child abuse or serious threats of harm to you or others, or if federal agencies such as the NIH request information to review or monitor the study.

Data Security

We implement appropriate technical and organizational security measures to protect your personal information, including:

- Encryption of data in transit using TLS (HTTPS). Passwords are never stored in readable form; they are protected using industry-standard one-way hashing (bcrypt).
- Secure authentication protocols
- Regular security assessments
- Compliance with IRB-approved data security protocols and institutional data protection policies
- Storage of research survey data under a randomly generated user ID, never with your name, phone number, or email address

However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

Data Retention

Your personal information will be retained according to the terms specified in your informed consent document and our IRB-approved research protocol. Typically:

- **Identifiable data:** Your App email address is deleted from our system when your participation in the study ends. Your survey answers are stored under a random user ID and are never stored with your email address.
- **De-identified research data:** May be kept and shared with other researchers for future research to improve the health of Hispanic women. Shared data will never include your name, phone number, address, or other information that could identify you.
- **Upon withdrawal:** If you withdraw from the study, data collected up to the point of withdrawal will be retained as described in your informed consent document, but no new data will be collected

Note: Because this is a research study, some data handling procedures (such as data deletion and retention) are governed by the research protocol and federal regulations, as explained in your informed consent document.

Your Rights and Choices

Taking part in this study is voluntary. You may contact the research team at any time to:

- Ask questions about the information we hold about you
- Withdraw from the study, with no consequences and no effect on your care at Mary's Center
- Request that your App account be deleted. To request account deletion, go to Settings in the App and tap "Delete Account." Your App email address is deleted when your participation ends; de-identified research data may be kept as described above.

To make a request, contact the Principal Investigator listed under Contact Us.

Children's Privacy

The App is not intended for individuals under the age of 18. We do not knowingly collect personal information from minors.

Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. We will notify you of significant changes through the App or via email. Material changes that affect research participants will also be reported to the IRB as required.

Any substantive changes to data collection or use beyond what was described in your original informed consent may require additional consent as determined by the IRB.

Accessibility and Language

In accordance with U.S. Department of Health and Human Services (HHS) Section 504 accessibility requirements effective May 2026, we strive to ensure this app and its policies are digitally accessible. This policy is available in both English and Spanish to serve our community.

Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy, the research study, or our data practices, please contact:
Principal Investigator: Debra Rios, DrPH, ISA Associates, Inc., 703-739-0462 (Monday–Friday, 9:00 a.m.–5:00 p.m. ET), drios@isagroup.com

Questions about your rights as a research participant: Dr. Samantha Leaf, Interim Chairperson, ISA Institutional Review Board, 703-739-0883

TestFlight and Google Play Testing Information

Because the App is still being tested, it is distributed through Apple TestFlight on iPhone and Google Play testing on Android. You install it with your own Apple or Google account, so it may appear in your app list and download history. Apple and Google may collect additional usage and crash data as described in their testing terms. This data collection is governed by Apple's and Google's privacy policies and is separate from our data collection practices described in this policy and your informed consent document.

Your privacy and wellbeing are our priorities. Thank you for participating in this research and trusting us with your mental health journey.