

RSP Foundation

Terms & Conditions | Privacy Policy | Terms of Use | Transparency Policy | Disclaimers | Counsellor Empanelment Terms & Conditions | Counsellor Application & Document Verification

Introduction

Welcome to the official website of **RSP Foundation** ("Foundation", "we", "our", or "us"), available at www.rspfoundation.com. RSP Foundation is a **Registered Society** established under the applicable laws of India and is dedicated to promoting mental health awareness, psychological well-being, counselling services, career guidance, education, research, training, community outreach, and other charitable and social welfare initiatives.

This document outlines the **Terms & Conditions, Privacy Policy, Terms of Use, Transparency Policy, Disclaimers, Counsellor Empanelment Terms & Conditions, and Counsellor Application & Document Verification Guidelines** governing the use of our website and services.

By accessing, browsing, or using this website, you acknowledge that you have read, understood, and agreed to comply with these policies. If you do not agree with any part of these terms, you are advised not to access or use this website or any of the services offered through it.

About Our Website

The RSP Foundation website serves as an educational and informational platform that aims to increase awareness of mental health and psychological well-being. It also provides information regarding counselling services, career guidance, educational resources, training programmes, workshops, volunteer opportunities, community outreach initiatives, and other activities undertaken by the Foundation.

Depending on the services made available from time to time, users may be able to submit enquiries, request counselling appointments, register as volunteers, participate in programmes, make donations, or communicate with the Foundation through the website. Any such use shall always be subject to these Terms & Conditions and all applicable policies.

Definitions

For the purpose of these Terms & Conditions:

- **"RSP Foundation", "Foundation", "we", "our", or "us"** refers to RSP Foundation, its management, trustees, office bearers, employees, counsellors, volunteers, representatives, authorised associates, and affiliated service providers.
- **"User", "you", or "your"** refers to any individual, visitor, donor, volunteer, applicant, counsellor, organisation, or any other person accessing or using this website or any of the Foundation's services.

Privacy Commitment

RSP Foundation values and respects the privacy of every individual who interacts with our website or services. We are committed to handling personal information responsibly, ethically, and in accordance with applicable laws of India.

This Privacy Policy explains the types of information we may collect, the purposes for which such information is collected, how it may be used, stored, processed, shared, and protected, and the rights available to users regarding their personal information.

This Privacy Policy applies only to information collected through the official RSP Foundation website and authorised online services. It does not apply to third-party websites, external platforms, or services that may be linked from our website. Users are encouraged to review the privacy policies of any third-party websites they visit.

By using this website or submitting personal information through any of our online forms or services, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, storage, and processing of your information in accordance with this Policy and applicable laws.

1. Purpose of this Privacy Policy

This Privacy Policy explains how RSP Foundation collects, uses, stores, protects, and manages your personal information when you access or use our website and services.

Specifically, this Policy describes:

- The types of personal and non-personal information that we may collect through our website and related services.
- How cookies and similar technologies may be used to enhance your browsing experience, improve website performance, and analyse website usage.
- The purposes for which your information is collected, processed, stored, and used by RSP Foundation.
- The circumstances under which your information may be shared or disclosed, including where required by law, with your consent, or to facilitate our legitimate charitable, counselling, educational, or operational activities.
- How and when RSP Foundation may contact you regarding counselling services, appointments, donations, volunteer opportunities, programme updates, awareness initiatives, or other matters related to our activities.
- The measures we take to protect your personal information from unauthorised access, misuse, alteration, disclosure, or loss.
- Your rights to access, review, update, correct, or request the deletion of your personal information, subject to applicable laws and organisational policies.
- The choices available to you regarding the collection, use, and processing of your personal information while using our website and services.

RSP Foundation is committed to maintaining the privacy, confidentiality, integrity, and security of the personal information entrusted to us. We continuously review and improve our privacy practices to ensure responsible handling of information and compliance with applicable laws and recognised ethical standards.

2. Information We Collect

You may access and browse the RSP Foundation website without providing any personal information. However, certain services, features, or activities offered by the Foundation may require you to voluntarily provide personal information. These may include, but are not limited to, requesting counselling services, scheduling appointments, submitting enquiries, making donations, registering as a volunteer or counsellor, participating in awareness programmes, workshops or events, subscribing to newsletters, applying for internships or employment, or communicating with the Foundation through online forms, email, telephone, or other communication channels.

Depending on the nature of the service requested, RSP Foundation may collect one or more of the following categories of information:

Personal Information

- Full Name
- Parent's/Guardian's Name (where applicable)
- Date of Birth
- Age
- Gender
- Nationality
- Residential and Postal Address
- District and State
- Mobile Number
- Email Address
- Emergency Contact Details (where applicable)
- Government-issued Identity Details, where legally required for verification
- Educational and Professional Qualifications (for counsellor, volunteer, internship, or employment applications)
- Professional Registration or Licence Details (where applicable)
- Photographs or Profile Images voluntarily submitted
- Donation-related information required for issuing receipts or complying with applicable laws
- Any other information voluntarily provided by you while using our services.

Technical Information

When you visit our website, certain technical and usage-related information may be collected automatically to improve website functionality, security, and user experience. This information may include:

- Internet Protocol (IP) Address
- Browser Type and Version
- Device Information
- Operating System
- Date and Time of Access
- Pages Visited
- Referring Website or Source
- Session Duration
- Cookies and Similar Technologies
- Website Usage Statistics and Analytics

This information is generally collected in an aggregated or anonymised form wherever reasonably practicable and is used to enhance the performance, functionality, accessibility, and security of our website.

3. Sensitive Personal Information

During the course of providing counselling and related services, RSP Foundation may receive certain categories of sensitive personal information voluntarily shared by clients, beneficiaries, applicants, donors, volunteers, counsellors, or other users.

Such information may include, where relevant:

- Mental health and psychological information
- Medical history relevant to counselling services
- Emotional well-being and personal circumstances
- Family or relationship information
- Educational or career-related concerns
- Financial information required solely for processing donations or authorised payments

- Any other sensitive information voluntarily disclosed during counselling sessions or through authorised communications.

RSP Foundation recognises the confidential nature of such information and is committed to protecting it with the highest level of care, professional ethics, and applicable legal standards.

Sensitive Personal Information will be collected only where reasonably necessary for providing our services or fulfilling legal or administrative requirements. It will be accessed only by authorised personnel who require such information for legitimate organisational purposes.

Except where required by law, authorised by the individual concerned, or necessary to protect life, safety, or legal rights, RSP Foundation will not disclose Sensitive Personal Information to any third party without appropriate consent.

Providing Sensitive Personal Information is entirely voluntary. You may choose not to disclose such information; however, this may limit our ability to provide certain counselling or support services effectively.

By voluntarily submitting Sensitive Personal Information through our website, counselling services, online forms, email, telephone, or any other authorised communication channel, you acknowledge that you understand the purpose of its collection and consent to its processing in accordance with this Privacy Policy and applicable laws.

4. Personal Information

4.1 Collection of Personal Information

"Personal Information" refers to any information that identifies or can reasonably identify an individual, either directly or indirectly. This may include information voluntarily provided by users while accessing the RSP Foundation website or participating in our programmes, services, or activities.

Depending on the nature of the service requested, Personal Information may include, but is not limited to:

- Full Name
- Date of Birth and Age
- Gender
- Nationality
- Residential or Postal Address
- District and State
- Email Address
- Mobile or Contact Number
- Preferred Language
- Photograph (where voluntarily submitted)
- Educational Qualifications
- Professional Qualifications and Experience
- Employment or Occupational Details
- Identity Verification Information, where applicable
- Donation-related information required for administrative or legal purposes
- Any other information voluntarily submitted through online forms, email, telephone, counselling sessions, programme registrations, volunteer applications, or other authorised communication channels.

4.2 Use of Personal Information

RSP Foundation collects and processes Personal Information only for lawful, ethical, and legitimate purposes, including but not limited to:

- Providing counselling and psychological support services.
- Scheduling and managing counselling appointments.
- Responding to enquiries and requests.
- Registering participants for programmes, workshops, awareness campaigns, and training sessions.
- Processing donations and issuing acknowledgements or receipts.
- Managing volunteer, counsellor, internship, and employment applications.
- Communicating important announcements, service updates, newsletters, awareness campaigns, events, or organisational activities.
- Improving the quality, accessibility, security, and effectiveness of our website and services.
- Complying with applicable legal, regulatory, and administrative requirements.

Where you have voluntarily subscribed to receive newsletters, educational resources, or updates from RSP Foundation, we may use your contact details to communicate relevant information. You may unsubscribe from such communications at any time by following the instructions provided in the communication or by contacting us directly.

RSP Foundation will not sell, rent, or trade your Personal Information to third parties for commercial or marketing purposes.

5. Cookies and Similar Technologies

5.1 Use of Cookies

The RSP Foundation website may use cookies and similar technologies to improve website functionality, enhance user experience, analyse website performance, maintain security, and better understand how visitors interact with our website.

A cookie is a small text file stored on your device by your web browser. Cookies help the website remember certain preferences and improve the efficiency of future visits.

5.2 Types of Information Collected

Through cookies and similar technologies, we may automatically collect limited technical information, including:

- Internet Protocol (IP) Address
- Browser Type and Version
- Device Type
- Operating System
- Date and Time of Website Access
- Pages Viewed
- Referring Website or Search Engine
- Session Duration
- Website Navigation Patterns
- General Location Information (where available)
- Anonymous Website Usage Statistics

This information is generally collected in an aggregated or anonymised form and is not intended to identify individual users.

5.3 Purpose of Cookies

Cookies may be used to:

- Improve website performance and functionality.
- Remember user preferences.
- Enhance website security.
- Analyse visitor behaviour and website usage.
- Identify and resolve technical issues.
- Improve accessibility and overall user experience.

5.4 Google Analytics and Similar Services

RSP Foundation may use trusted analytics services, such as **Google Analytics** or similar tools, to understand how visitors use our website. These services collect aggregated and anonymised information relating to website usage, including pages visited, duration of visits, and general browsing behaviour.

The information collected through analytics services is used solely to improve the quality, usability, performance, and effectiveness of our website. RSP Foundation does not intentionally use analytics data to personally identify individual visitors.

5.5 Managing Cookies

Most web browsers automatically accept cookies. However, users may modify their browser settings to refuse, restrict, or delete cookies at any time.

Please note that disabling cookies may affect the functionality, performance, or availability of certain features or services on the website.

5.6 Third-Party Technologies

Our website may contain links to external websites or integrate limited third-party services, including social media platforms, payment gateways, embedded content, or communication tools. These third-party providers may use their own cookies or similar technologies, which are governed by their respective privacy policies.

RSP Foundation does not control the privacy practices or cookie policies of third-party websites or services. Users are encouraged to review the applicable policies before interacting with such services.

6. Use of Personal Information

RSP Foundation collects and processes Personal Information solely for lawful, ethical, and legitimate purposes related to its charitable objectives, counselling services, educational initiatives, and organisational activities.

Your Personal Information may be used for one or more of the following purposes:

- To provide counselling, psychological support, career guidance, and other services requested by you.

- To process enquiries, appointment requests, programme registrations, volunteer applications, counsellor empanelment applications, internship applications, and other service requests.
- To communicate with you regarding appointments, programme schedules, awareness campaigns, events, newsletters, service updates, or other Foundation-related information.
- To process donations, issue acknowledgements or receipts, and maintain financial records in accordance with applicable laws.
- To improve the quality, effectiveness, accessibility, and security of our website, programmes, and services.
- To conduct research, analysis, monitoring, evaluation, and statistical reporting using anonymised or aggregated information wherever reasonably practicable.
- To comply with applicable legal, regulatory, administrative, or judicial requirements.
- To protect the rights, property, safety, reputation, and legitimate interests of RSP Foundation, its users, beneficiaries, employees, volunteers, counsellors, and the general public.

Where appropriate, RSP Foundation may engage trusted third-party service providers to assist in delivering services such as website hosting, secure payment processing, communication services, information technology support, or data management. Such service providers shall be required to maintain appropriate confidentiality and security standards and may access Personal Information only to the extent necessary to perform their authorised functions.

RSP Foundation will not sell, rent, or commercially exploit your Personal Information. Where your consent is required for any additional use of your information, we will seek such consent before processing your information for that purpose. You may withdraw your consent at any time, subject to applicable legal and contractual obligations.

7. Confidentiality and Information Security

RSP Foundation recognises the importance of protecting the privacy, dignity, and confidentiality of every individual who interacts with our organisation. We are committed to implementing reasonable administrative, technical, and organisational safeguards to protect Personal Information and Sensitive Personal Information from unauthorised access, disclosure, alteration, misuse, loss, or destruction.

Access to confidential information is restricted to authorised personnel, counsellors, employees, volunteers, consultants, or service providers who require such access for legitimate organisational purposes and who are bound by appropriate confidentiality obligations.

RSP Foundation adopts reasonable security measures, which may include secure servers, password-protected systems, access controls, encryption where appropriate, firewall protection, regular monitoring, and other industry-recognised safeguards to help protect information under our control.

While we make every reasonable effort to maintain the security of our systems, no method of electronic transmission or data storage can be guaranteed to be completely secure. Accordingly, RSP Foundation cannot guarantee absolute security of information transmitted through the internet or stored electronically.

Personal Information or Sensitive Personal Information may be disclosed only in the following circumstances:

- With the informed consent of the individual concerned.
- Where disclosure is required or permitted under applicable law.
- To protect the life, safety, legal rights, or well-being of an individual or the public.
- To investigate fraud, misuse, security incidents, or unlawful activities.
- To authorised service providers performing services on behalf of RSP Foundation under appropriate confidentiality obligations.

- To comply with lawful requests issued by courts, government authorities, regulatory bodies, or law enforcement agencies.

Where necessary for service delivery, website operations, or administrative purposes, Personal Information may be processed or stored on secure servers located within India or in other jurisdictions through trusted service providers, subject to appropriate contractual, technical, and organisational safeguards and applicable legal requirements.

8. Third-Party Websites and External Links

The RSP Foundation website may contain links to external websites, online platforms, payment gateways, social media pages, government portals, educational resources, or other third-party services for the convenience and benefit of users.

These external websites and services are owned and operated independently of RSP Foundation. We do not control, monitor, endorse, or assume responsibility for their content, security practices, privacy policies, availability, or terms of use.

Users who choose to access any third-party website do so at their own discretion and risk. RSP Foundation shall not be responsible for any loss, damage, misuse of information, or other consequences arising from the use of third-party websites or services.

We encourage all users to carefully review the privacy policy, terms and conditions, and other applicable policies of any external website before providing personal information or engaging in any transaction through such website.

The inclusion of any external link on the RSP Foundation website shall not be interpreted as an endorsement, recommendation, approval, or guarantee of the products, services, opinions, or content offered by the respective third party.

9. Donations

9.1 General

RSP Foundation welcomes voluntary donations from individuals, organisations, institutions, and other eligible contributors to support its charitable objectives, mental health awareness programmes, counselling services, educational initiatives, community welfare activities, research, training programmes, and other approved projects.

Donations may be accepted through online payment platforms, bank transfers, UPI, cheques, demand drafts, cash (where legally permitted), or any other payment methods officially authorised by RSP Foundation.

9.2 Donor Information

To comply with applicable laws, financial regulations, and internal governance requirements, RSP Foundation may request certain information from donors, including but not limited to:

- Full Name
- Postal Address
- Mobile Number
- Email Address
- PAN or other Government-issued identification details, where required by law
- Donation Amount

- Payment Reference Details
- Any other information reasonably required for issuing receipts, maintaining records, or complying with legal obligations.

Where payment transactions are processed through authorised third-party payment gateways or banking partners, certain financial information may be collected and securely processed by those service providers in accordance with their respective privacy policies. RSP Foundation does not intentionally store complete debit card, credit card, banking credentials, or payment authentication information on its own servers.

9.3 Donor Responsibilities

By making a donation, you confirm that:

- The information provided by you is true, accurate, and complete.
- You are legally authorised to use the selected payment method.
- The funds donated belong to you or are lawfully under your control.
- Your donation complies with all applicable laws and regulations.

9.4 Acceptance of Donations

All donations received by RSP Foundation are subject to verification and acceptance.

RSP Foundation reserves the right, at its sole discretion and in accordance with applicable laws, to accept, decline, suspend, or refund any donation where it reasonably believes that:

- The donation may violate any applicable law or regulatory requirement.
- The source of funds cannot be satisfactorily verified.
- Acceptance of the donation may adversely affect the reputation, integrity, independence, or objectives of the Foundation.
- Any information provided by the donor is false, incomplete, or misleading.

Where a donation is declined after receipt, any eligible refund shall be processed in accordance with the Foundation's Refund Policy and applicable legal requirements.

9.5 Donation Receipts and Tax Benefits

Official donation receipts shall be issued only after successful verification and receipt of funds.

Any tax exemption or tax benefit available to donors shall be governed solely by the applicable provisions of Indian law and the registration status of RSP Foundation at the time the donation is made.

9.6 Refunds

Unless otherwise required by law or specifically approved by RSP Foundation, donations made voluntarily are generally treated as final.

Requests for refunds may be considered only in exceptional circumstances, such as duplicate transactions, technical payment errors, or other genuine cases, subject to verification and the Foundation's Refund Policy.

10. Communication with Users

RSP Foundation may contact you using the information you have voluntarily provided for purposes including, but not limited to:

- Responding to your enquiries or requests.
- Confirming counselling appointments or programme registrations.
- Providing updates regarding counselling services, workshops, awareness programmes, volunteer activities, internships, or organisational events.
- Sending newsletters, educational materials, awareness campaigns, and Foundation announcements, where you have consented to receive such communications.
- Issuing donation acknowledgements, receipts, or transaction confirmations.
- Seeking feedback, surveys, or suggestions to improve our services. Participation in such activities shall always remain voluntary.
- Informing you about important policy updates, website changes, or matters affecting your interaction with RSP Foundation.

You may opt out of receiving promotional or newsletter communications at any time by following the unsubscribe instructions provided or by contacting RSP Foundation directly. However, service-related communications that are necessary for the administration of your appointments, applications, donations, or other transactions may still be sent where required.

11. Accuracy and Updating of Information

RSP Foundation strives to maintain accurate, complete, and up-to-date personal information. We encourage users to promptly inform us of any changes to their contact details or other information previously provided.

If you wish to access, review, update, correct, or request the deletion of your personal information, you may contact us using the details provided below:

Email: rspfoundationweb@gmail.com

Upon receiving a valid request, RSP Foundation will make reasonable efforts to verify the request and update or correct the information within a reasonable period, subject to applicable legal, regulatory, administrative, and record-retention requirements.

Where access to certain information cannot be provided due to legal, ethical, security, confidentiality, or operational reasons, RSP Foundation will communicate the applicable limitations to the requester wherever appropriate.

12. Account Closure, Data Retention and Deletion

Where the RSP Foundation website provides user registration or account-based services, users may request the closure or deletion of their account by contacting the Foundation through the official communication channels.

RSP Foundation reserves the right to suspend, restrict, or terminate any user account or access to the website without prior notice where it reasonably believes that:

- These Terms & Conditions or other applicable policies have been violated.
- False, misleading, fraudulent, or unlawful information has been provided.
- The website or services have been misused.

- Such action is necessary to comply with applicable laws, regulatory requirements, court orders, or to protect the rights, safety, reputation, or interests of RSP Foundation or other users.

Upon closure or termination of an account, RSP Foundation will make reasonable efforts to remove or anonymise personal information that is no longer required, subject to applicable laws, legal obligations, financial record requirements, counselling record retention policies, and legitimate organisational interests.

Certain records may continue to be retained where required for legal compliance, audit purposes, dispute resolution, safeguarding obligations, fraud prevention, research using anonymised data, or other legitimate administrative purposes.

Any information retained for statistical analysis, research, reporting, or organisational planning shall, wherever reasonably practicable, be anonymised or aggregated so that individual users cannot be identified.

13. Consent and Changes to this Policy

By accessing, browsing, or using the RSP Foundation website or any of its services, you acknowledge that you have read, understood, and agreed to this Privacy Policy, Terms & Conditions, and all other applicable policies published by the Foundation.

Where your consent is required for the collection or processing of personal information, such consent shall be obtained in accordance with applicable laws. You may withdraw your consent at any time by contacting RSP Foundation; however, such withdrawal may affect our ability to provide certain services.

RSP Foundation reserves the right to amend, modify, update, or replace this Privacy Policy and related policies at any time to reflect changes in legal requirements, organisational practices, technological developments, or operational needs.

Any revised version will become effective from the date of publication on the official website unless otherwise stated. Users are encouraged to review these policies periodically to remain informed of any updates. Continued use of the website following publication of revised policies shall constitute acceptance of those changes.

14. Governing Law and Jurisdiction

These Terms & Conditions, Privacy Policy, and all related policies of **RSP Foundation** shall be governed by and construed in accordance with the laws of the Republic of India.

Any dispute, claim, legal proceeding, or matter arising out of or relating to the use of this website, the services provided by RSP Foundation, these Terms & Conditions, the Privacy Policy, or any other related policy shall be subject to the exclusive jurisdiction of the **competent courts located in Srikakulam District, Andhra Pradesh, India.**

Nothing contained in these Terms & Conditions shall restrict or limit any statutory rights or legal remedies available to any person under the applicable laws of India.

RSP Foundation reserves the right to seek appropriate legal or equitable remedies before any competent court, tribunal, or statutory authority where permitted under applicable law.

RSP Foundation

Website Terms of Use

1. Introduction

Welcome to the official website of **RSP Foundation** ("Foundation", "we", "our", or "us"), accessible at www.rspfoundation.com.

RSP Foundation is a **Registered Society** established under the applicable laws of India and is committed to promoting mental health awareness, psychological well-being, counselling services, career guidance, education, research, training, community outreach, charitable activities, and other social welfare initiatives.

These Website Terms of Use ("Terms") govern your access to and use of this website and all information, services, resources, content, and features made available through it.

By accessing, browsing, or using this website, you acknowledge that you have read, understood, and agreed to comply with these Terms of Use, our Privacy Policy, Disclaimer, Donation Policy, and all other policies published on this website.

If you do not agree with any part of these Terms, you should immediately discontinue using this website.

RSP Foundation reserves the right to amend, modify, update, suspend, or replace these Terms at any time without prior notice. Any changes will become effective upon publication on this website. Your continued use of the website after such changes constitutes your acceptance of the revised Terms.

2. Definitions

For the purpose of these Terms:

- **"RSP Foundation", "Foundation", "we", "our", or "us"** means RSP Foundation, its management, governing body, office bearers, employees, counsellors, volunteers, representatives, authorised associates, and service providers.
- **"Website"** means the official website of RSP Foundation, including all webpages, online services, digital platforms, and related content accessible through www.rspfoundation.com.
- **"User", "you", or "your"** means any individual, organisation, donor, volunteer, counsellor, beneficiary, applicant, visitor, or any other person accessing or using the website or its services.

3. Eligibility

By using this website, you represent and warrant that you are legally competent to enter into a binding agreement under the applicable laws of India, including the provisions of the **Indian Contract Act, 1872**.

If you are below 18 years of age, you should access or use services requiring registration, counselling, donations, or submission of personal information only with the knowledge and consent of your parent, legal guardian, or authorised representative, where applicable.

RSP Foundation reserves the right to refuse, suspend, or terminate access to any user who does not satisfy the eligibility requirements or who violates these Terms or applicable laws.

4. Registration and User Accounts

Certain services offered through the website, including counselling requests, volunteer registration, counsellor empanelment, programme registration, internship applications, donations, or other services, may require users to submit personal information or create an online account.

During registration, RSP Foundation may request information including, but not limited to:

- Full Name
- Email Address
- Mobile Number
- Residential Address
- District and State
- Date of Birth or Age (where applicable)
- Nationality
- Government-issued identification details where legally required
- Educational or professional information where relevant
- Any additional information reasonably required for providing the requested services.

Where user accounts are provided, you are responsible for maintaining the confidentiality of your login credentials and for all activities carried out through your account.

You agree to notify RSP Foundation immediately if you become aware of any unauthorised use of your account or any security breach.

RSP Foundation reserves the right to suspend, restrict, or terminate any account if it reasonably believes that:

- False or misleading information has been submitted.
 - These Terms or other Foundation policies have been violated.
 - The account has been used for unlawful, fraudulent, abusive, or unauthorised purposes.
 - Such action is necessary to protect the interests of RSP Foundation, its users, beneficiaries, or the public.
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5. Website Content and Intellectual Property

Unless otherwise stated, all content available on this website, including but not limited to:

- Text
- Articles
- Publications
- Educational materials
- Training resources
- Psychological awareness content
- Research materials
- Logos

- Photographs
- Graphics
- Illustrations
- Audio and video content
- Documents
- Forms
- Software
- Website design
- Icons
- Layouts
- Databases

is the exclusive property of **RSP Foundation** or is used under valid licence or permission, and is protected by applicable copyright, trademark, intellectual property, and other laws.

Users are granted a limited, non-exclusive, non-transferable, and revocable licence to access and use the website solely for lawful, personal, educational, informational, and non-commercial purposes.

Except as expressly permitted by law or with the prior written permission of RSP Foundation, users shall not:

- Copy, reproduce, modify, translate, adapt, publish, distribute, transmit, display, sell, licence, or commercially exploit any website content.
- Remove or alter copyright notices, trademarks, or proprietary markings.
- Create derivative works based on website content.
- Use the Foundation's name, logo, branding, or intellectual property in any manner that may imply endorsement or affiliation without written authorisation.
- Use website content for commercial gain or unlawful purposes.

Unauthorised use of the website or its content may result in legal action under applicable civil and criminal laws.

6. User-Submitted Content

RSP Foundation may provide opportunities for users to voluntarily submit testimonials, feedback, success stories, articles, comments, suggestions, photographs, videos, or other content ("User Content") through the website or other official communication channels.

By submitting any User Content, you confirm and warrant that:

- You are the lawful owner of the content or have obtained all necessary permissions to submit it.
- The content does not infringe the copyright, trademark, privacy, or any other legal rights of any person or organisation.
- The content is accurate to the best of your knowledge and does not contain false, misleading, defamatory, offensive, unlawful, or harmful material.
- The content does not violate any applicable law or the rights of any third party.

By voluntarily submitting User Content, you grant RSP Foundation a **non-exclusive, royalty-free, worldwide, perpetual, and irrevocable licence** to use, reproduce, publish, display, distribute, adapt, translate, edit, or otherwise utilise such content for educational, awareness, research, training, promotional, documentation, reporting, fundraising, or other charitable purposes across its website, publications, newsletters, reports, presentations, social media platforms, and other communication channels.

Unless you have expressly consented otherwise, RSP Foundation will make reasonable efforts to remove or anonymise personally identifiable information before publishing testimonials or personal experiences.

Submission of User Content does not create any obligation on the part of RSP Foundation to publish, retain, or respond to such content. The Foundation reserves the absolute right to edit, refuse, remove, or discontinue any User Content at its sole discretion without prior notice.

No compensation, royalty, licence fee, or other payment shall be payable to any person for the authorised use of User Content by RSP Foundation.

The opinions, experiences, or personal views expressed by users, contributors, volunteers, beneficiaries, donors, counsellors, or other individuals are solely those of the respective authors and do not necessarily represent the official views, policies, recommendations, or positions of RSP Foundation.

Users who choose to rely upon any information or opinions shared by third parties do so entirely at their own discretion and risk.

7. Intellectual Property Rights

Unless otherwise stated, all content available on this website, including but not limited to text, articles, publications, counselling resources, educational materials, graphics, logos, photographs, illustrations, audio, video, website design, databases, software, forms, documents, trademarks, service marks, and other intellectual property, is owned by or lawfully licensed to **RSP Foundation** and is protected under applicable copyright, trademark, and intellectual property laws.

No person may copy, reproduce, modify, distribute, publish, transmit, sell, licence, commercially exploit, or create derivative works from any part of the website or its content without obtaining prior written permission from RSP Foundation, except where such use is expressly permitted under applicable law.

The name "**RSP Foundation**", its logo, branding, slogans, programme names, and associated visual identity shall not be used in any manner that may suggest sponsorship, endorsement, partnership, or affiliation without prior written authorisation.

8. Disclaimer of Warranties and Limitation of Liability

The RSP Foundation website, together with all information, content, resources, publications, counselling materials, educational resources, services, and other materials made available through it, is provided on an "**as is**" and "**as available**" basis.

While RSP Foundation makes reasonable efforts to ensure that the information published on this website is accurate, reliable, and regularly updated, we do not make any express or implied representation or warranty regarding:

- The completeness, accuracy, reliability, suitability, or availability of the website or its content.
- Continuous, uninterrupted, secure, or error-free operation of the website.
- Freedom from viruses, malware, ransomware, or other harmful digital components.
- The suitability of any information for an individual's personal, medical, psychological, legal, financial, educational, or professional circumstances.

To the fullest extent permitted by applicable law, RSP Foundation, its management, office bearers, employees, counsellors, volunteers, consultants, partners, and authorised representatives shall not be liable for any direct, indirect, incidental, special, consequential, exemplary, or punitive loss or damage arising from:

- Access to or use of this website.
- Reliance upon any information published on the website.
- Temporary interruption, delay, suspension, or unavailability of website services.
- Technical failures, system errors, cyber incidents, unauthorised access, or security breaches beyond our reasonable control.
- Any action taken or not taken based on information obtained from this website.

Nothing contained on this website shall be interpreted as creating any guarantee of counselling outcomes, medical improvement, employment, educational success, or any other specific result.

Users are encouraged to seek appropriate professional advice wherever necessary and to use the information available on this website responsibly and at their own discretion.

9. Accuracy of Information

RSP Foundation makes every reasonable effort to ensure that the information, educational resources, publications, announcements, counselling materials, and other content available on this website are accurate, reliable, and up to date at the time of publication.

However, the content provided on this website is intended primarily for general educational, informational, and awareness purposes. Although we strive to maintain accuracy, RSP Foundation does not guarantee that all information will always be complete, current, error-free, or suitable for every individual's circumstances.

Information published on this website may occasionally contain typographical errors, technical inaccuracies, omissions, or outdated material. RSP Foundation reserves the right to modify, update, replace, or remove any content, service, programme, policy, or feature available on the website at any time without prior notice.

Users are encouraged to independently verify important information before relying upon it for personal, professional, legal, medical, financial, educational, or other significant decisions.

10. User Responsibilities and Indemnification

By accessing or using the RSP Foundation website, you agree that you will:

- Use the website only for lawful and authorised purposes.
- Provide accurate and truthful information whenever requested.
- Respect the rights, privacy, dignity, and intellectual property of others.
- Refrain from uploading or transmitting any content that is unlawful, defamatory, abusive, obscene, discriminatory, misleading, fraudulent, or otherwise objectionable.
- Not upload, transmit, distribute, or introduce viruses, malware, ransomware, spyware, malicious code, or any other harmful software.
- Not attempt to gain unauthorised access to the website, servers, databases, user accounts, or related systems.
- Not interfere with or disrupt the operation, security, or functionality of the website.

- Not use automated tools, bots, crawlers, scrapers, artificial intelligence tools, or similar technologies to copy, extract, reproduce, harvest, or monitor website content without the prior written permission of RSP Foundation.

You agree to indemnify, defend, and hold harmless **RSP Foundation**, its Governing Body, trustees, advisors, office bearers, employees, counsellors, volunteers, consultants, affiliates, authorised representatives, partners, and service providers from and against any claims, losses, liabilities, damages, costs, expenses, or legal proceedings (including reasonable legal fees) arising out of:

- Your violation of these Terms of Use.
- Your misuse of the website or its services.
- Your infringement of the rights of any third party.
- Any unlawful, negligent, or fraudulent act or omission committed by you while using the website.

Nothing in this clause shall limit any rights or remedies available to RSP Foundation under applicable law.

11. Suspension and Termination of Access

RSP Foundation reserves the right, at its sole discretion and without prior notice where reasonably necessary, to suspend, restrict, or permanently terminate access to the website or any part of its services if it reasonably believes that a user has:

- Violated these Terms of Use or any other applicable Foundation policy.
- Provided false or misleading information.
- Engaged in unlawful, fraudulent, abusive, or unethical conduct.
- Attempted to compromise the security, integrity, or operation of the website.
- Used the website in a manner that may adversely affect RSP Foundation, its users, beneficiaries, employees, volunteers, counsellors, or the public.

Termination or suspension of access shall not affect any legal rights, obligations, or remedies that accrued before such termination.

12. Copyright Infringement and Intellectual Property Complaints

RSP Foundation respects the intellectual property rights of others and expects all users of this website to do the same.

If you believe that any material published on this website infringes your copyright or other intellectual property rights, please send a written notice to:

Email: rspfoundationweb@gmail.com

Your notice should include:

- A clear description of the copyrighted or intellectual property work claimed to have been infringed.
- The exact URL or webpage where the allegedly infringing material appears.
- Your full name, postal address, email address, and contact number.

- A statement explaining the basis of your claim and confirming that you have a good-faith belief that the use of the material is unauthorised.
- A declaration that the information provided is true and accurate, and that you are the owner of the intellectual property or are authorised to act on behalf of the owner.
- Your physical or electronic signature.

Upon receipt of a valid complaint, RSP Foundation will review the matter and, where appropriate, take reasonable action in accordance with applicable law.

13. Governing Law and Jurisdiction

These Website Terms of Use shall be governed by and interpreted in accordance with the laws of the Republic of India.

Any dispute, claim, or legal proceeding arising from or relating to the use of this website or these Terms shall be subject to the exclusive jurisdiction of the **competent courts located in Srikakulam District, Andhra Pradesh, India.**

Nothing in these Terms shall limit any statutory rights or legal remedies available under applicable Indian law.

14. Information Collection Through Website Services

Where users voluntarily subscribe to newsletters, awareness programmes, workshops, counselling updates, volunteer opportunities, or other Foundation services, RSP Foundation may collect and maintain information necessary to provide those services effectively.

Such information may include:

- Full Name
- Email Address
- Mobile Number
- District and State
- Occupation or Profession (where applicable)
- Organisation Name (where applicable)
- Programme Preferences
- Other information voluntarily submitted through authorised forms.

This information is collected solely for legitimate organisational purposes, including:

- Delivering the requested services.
- Responding to enquiries.
- Sending newsletters and awareness materials.
- Informing users about programmes, workshops, campaigns, counselling services, volunteer opportunities, and Foundation initiatives.
- Improving the quality and effectiveness of our services.

RSP Foundation will not sell, rent, or disclose your personal information to third parties for commercial marketing purposes without your consent, except where disclosure is required by law or is necessary to provide authorised services in accordance with our Privacy Policy.

Users may opt out of promotional communications at any time by contacting RSP Foundation or by using the unsubscribe option provided in our communications.

RSP Foundation

Client Terms & Conditions for Counselling Services (Including Tele-Counselling)

Effective Date: 30-05-2024

1. Introduction

These Terms & Conditions govern all counselling services provided by **RSP Foundation**, including face-to-face counselling, telephone counselling, video counselling, online counselling, psychological guidance, career counselling, family counselling, educational counselling, awareness programmes, and other related services.

By booking, requesting, registering for, or participating in any counselling service offered by RSP Foundation, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

2. Nature of Counselling Services

RSP Foundation provides counselling, psychological guidance, psychoeducation, emotional support, and mental health awareness services through qualified professionals and authorised counsellors.

Counselling is intended to support emotional well-being and personal development. It is **not a substitute for psychiatric treatment, emergency medical care, legal advice, or other professional services** where such services are required.

3. Eligibility

Counselling services are available to individuals seeking psychological or emotional support.

Clients below **18 years of age** should obtain the consent of a parent or legal guardian before counselling, except where applicable laws or professional ethical guidelines permit otherwise.

4. Appointment Policy

Appointments are scheduled subject to counsellor availability.

Clients should:

- Attend sessions on time.
- Inform the Foundation in advance if unable to attend.
- Provide accurate contact information.
- Cooperate respectfully throughout the counselling process.

Repeated missed appointments without prior notice may result in suspension or cancellation of future appointments.

5. Tele-Counselling

Tele-counselling may be provided through:

- Telephone
- Video conferencing
- Secure online platforms
- Other communication methods approved by RSP Foundation.

Clients acknowledge that tele-counselling has certain limitations, including:

- Internet or network interruptions.
- Technical failures.
- Reduced ability to observe non-verbal communication.
- Privacy risks associated with the client's surroundings.

Clients are responsible for ensuring they participate from a safe, private, and confidential location.

6. Confidentiality

RSP Foundation respects the confidentiality of all counselling sessions.

Information shared during counselling will generally remain confidential except where disclosure is required:

- By applicable law.
 - To prevent serious harm to the client or another person.
 - In cases involving child abuse, elder abuse, domestic violence, or other legally reportable matters.
 - Under a lawful order of a court or competent authority.
 - For professional supervision while maintaining confidentiality wherever reasonably possible.
-

7. Client Responsibilities

Clients agree to:

- Provide truthful and accurate information.
- Participate respectfully.
- Follow agreed appointment schedules.

- Inform the counsellor of any significant changes affecting counselling.
- Respect counsellors, staff members, volunteers, and other clients.

Clients shall not record counselling sessions without prior written permission.

8. Professional Boundaries

Counsellors maintain professional boundaries at all times.

Clients shall not request personal relationships, financial assistance, gifts, favours, or any services outside the professional counselling relationship.

Harassment, abusive language, threats, discrimination, or inappropriate behaviour may result in immediate termination of counselling services.

9. Emergency Situations

RSP Foundation does **not** provide emergency crisis intervention services.

If you are experiencing:

- Suicidal thoughts,
- Immediate risk of self-harm,
- Violence,
- Medical emergencies,
- Psychiatric emergencies,

please immediately contact your nearest emergency services, hospital, psychiatrist, or local police.

10. Fees and Payments

Where counselling services involve consultation charges, clients agree to pay the applicable fees before or as otherwise communicated by RSP Foundation.

Fees, concessions, donations, refunds, and cancellations shall be governed by the Foundation's applicable policies.

11. Cancellation and Rescheduling

Clients are encouraged to inform RSP Foundation at least **24 hours** before cancelling or rescheduling an appointment whenever reasonably possible.

Repeated cancellations or failure to attend scheduled appointments may affect future booking availability.

12. Consent for Tele-Counselling

By participating in tele-counselling, clients acknowledge and agree that:

- They voluntarily consent to receive counselling remotely.
 - They understand the limitations and risks associated with telecommunication technology.
 - They have had an opportunity to ask questions before the session.
 - They understand that technical interruptions may occasionally occur.
 - They consent to communication through the agreed platform.
-

13. Limitation of Liability

RSP Foundation and its counsellors make every reasonable effort to provide professional counselling services.

However, counselling outcomes cannot be guaranteed, as progress depends on many factors including client participation, personal circumstances, and issues beyond the Foundation's control.

To the maximum extent permitted by applicable law, RSP Foundation shall not be liable for indirect, incidental, or consequential losses arising from counselling services.

14. Privacy

Personal information collected during counselling shall be handled in accordance with the **RSP Foundation Privacy Policy** and applicable laws of India.

15. Governing Law

These Terms & Conditions shall be governed by the laws of the Republic of India.

Any disputes arising from counselling services shall be subject to the jurisdiction of the **competent courts located in Srikakulam District, Andhra Pradesh, India.**

16. Acceptance

By booking, attending, or continuing counselling services provided by RSP Foundation, the client confirms that they have read, understood, and voluntarily accepted these Terms & Conditions.

For clients below the age of 18 years, acceptance shall be provided by the parent or legal guardian, wherever applicable.

Additional Clauses Recommended for RSP Foundation

Terms & Conditions for Empanelment of Counsellors

21. Background Verification

RSP Foundation reserves the right to conduct background verification of any applicant or empanelled counsellor at any stage before or after empanelment. Such verification may include educational qualifications, professional registrations, work experience, references, identity documents, and any other information considered necessary by the Foundation.

The counsellor agrees to cooperate fully with any verification process initiated by the Foundation.

22. Police Verification

Where considered necessary for safeguarding clients, children, vulnerable adults, educational institutions, or the reputation of the Foundation, RSP Foundation may require the counsellor to submit a Police Verification Certificate or any other background clearance before receiving assignments.

Failure to provide such verification within the prescribed time may result in suspension or cancellation of empanelment.

23. Child Protection and Safeguarding

Counsellors providing services to children, adolescents, students, or vulnerable persons shall comply with all applicable child protection laws, safeguarding standards, institutional policies, and ethical guidelines.

Any suspicion of child abuse, sexual abuse, neglect, exploitation, trafficking, or any other reportable offence shall be dealt with in accordance with applicable law and mandatory reporting obligations.

24. Conflict of Interest

Counsellors shall immediately disclose any actual, potential, or perceived conflict of interest that may influence their professional judgement.

RSP Foundation reserves the right to reassign or withdraw cases where a conflict of interest exists.

25. Media and Public Communication

Counsellors shall not issue press statements, media interviews, public speeches, podcasts, webinars, or social media content on behalf of RSP Foundation without prior written approval.

The Foundation's name, logo, branding, photographs, documents, and confidential information shall not be used without written permission.

26. Data Protection

Counsellors shall securely maintain all client records and personal information and shall comply with RSP Foundation's Privacy Policy, Confidentiality Policy, and applicable laws relating to data protection and information security.

Client records shall not be copied, shared, stored on personal cloud services, or transferred to unauthorised persons without written approval or lawful authority.

27. Record Retention

Counsellors shall maintain counselling records in accordance with RSP Foundation's policies.

Upon request or upon termination of empanelment, all case files, reports, assessment records, and confidential documents relating to Foundation assignments shall be returned to RSP Foundation or securely destroyed as instructed.

28. Non-Solicitation

During empanelment and for a reasonable period after its termination, counsellors shall not directly solicit, divert, recruit, or privately engage clients referred through RSP Foundation without prior written permission.

This clause is intended to protect the interests of clients and the Foundation.

29. Independent Professional Responsibility

Each counsellor remains professionally responsible for the counselling services personally provided by them.

Empanelment with RSP Foundation does not transfer professional responsibility, licensing obligations, or ethical accountability from the individual counsellor.

30. Force Majeure

RSP Foundation shall not be liable for delays, cancellations, interruptions, or inability to provide assignments arising from events beyond its reasonable control, including natural disasters, epidemics, government restrictions, civil disturbances, technical failures, power outages, or other force majeure events.

31. Survival of Clauses

The provisions relating to confidentiality, intellectual property, data protection, indemnity, governing law, dispute resolution, and any other clauses intended to survive shall remain effective even after suspension, resignation, or termination of empanelment.

32. Entire Agreement

These Terms & Conditions, together with the Counsellor Code of Ethics, Privacy Policy, Confidentiality Policy, Tele-Counselling Policy, Child Protection Policy, and any written guidelines issued by RSP Foundation, constitute the complete understanding between the Foundation and the counsellor regarding empanelment.

33. Acceptance

By signing the Counsellor Application Form, the applicant confirms that:

- All information and documents submitted are true and complete.
- The applicant has read and understood these Terms & Conditions.
- The applicant voluntarily agrees to comply with all policies of RSP Foundation.
- The applicant understands that empanelment does not guarantee employment or regular assignments.
- The applicant agrees to maintain the dignity, reputation, confidentiality, and professional standards of RSP Foundation at all times.

RSP FOUNDATION

Counsellor Empanelment Application Form

(Andhra Pradesh & Telangana)

Application No.: _____

Date: ____ / ____ / ____

Passport Size Photograph
(Paste Recent Colour Photograph)

SECTION A – PERSONAL DETAILS

1. Full Name (As per Educational Certificates):

2. Father's / Mother's / Spouse's Name:

3. Gender

☐ Male ☐ Female ☐ Other

4. Date of Birth

____ / ____ / ____

5. Age

_____ Years

6. Nationality

7. Aadhaar Number (Optional / If Required)

8. PAN Number (Optional)

9. Mobile Number

10. Alternate Mobile Number

11. Email Address

SECTION B – ADDRESS

Present Address

District: _____

State: _____

PIN Code: _____

Permanent Address

District: _____

State: _____

PIN Code: _____

SECTION C – PROFESSIONAL DETAILS

Highest Qualification

Specialization

University / Institution

Year of Passing

Additional Qualifications

Professional Registration (If Applicable)

Registration Authority

Registration Number

Validity

SECTION D – COUNSELLING EXPERIENCE

Years of Experience

Current Occupation

Current Organisation

Designation

Areas of Counselling Expertise

☐ Student Counselling

☐ Child Counselling

☐ Adolescent Counselling

☐ Family Counselling

☐ Marital Counselling

☐ Career Counselling

☐ Psychological Counselling

☐ Addiction Counselling

☐ Crisis Intervention

☐ School Counselling

☐ College Counselling

☐ Corporate Counselling

☐ Employee Wellness

☐ Senior Citizen Counselling

☐ Special Education

☐ Mental Health Awareness

☐ Stress Management

☐ Suicide Prevention

☐ Other

Languages Known

☐ Telugu

☐ English

☐ Hindi

☐ Other

Preferred Counselling Mode

☐ Face-to-Face

☐ Telephone Counselling

☐ Video Counselling

☐ Online Counselling

☐ Home Visit (If Approved)

Preferred Working District(s)

Preferred Working Days

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

Preferred Time

SECTION E – DOCUMENT CHECKLIST

Please attach self-attested copies of:

☐ Passport Size Photograph

☐ Educational Certificates

☐ Marks Memos

☐ Experience Certificates

☐ Government ID Proof

☐ Address Proof

☐ PAN Card (If Applicable)

☐ Aadhaar Card (If Required)

☐ Professional Registration Certificate

☐ Updated Resume/CV

☐ Other Documents

SECTION F – HEALTH & PROFESSIONAL DECLARATION

Have you ever been:

Convicted in any Criminal Case?

☐ Yes ☐ No

If Yes, Give Details

Have you ever been subjected to professional disciplinary action?

☐ Yes ☐ No

If Yes

SECTION G – EMERGENCY CONTACT

Name

Relationship

Mobile Number

SECTION H – BANK DETAILS (Optional)

(Required only if honorarium/payment is approved)

Account Holder

Bank Name

Branch

Account Number

IFSC

UPI ID

SECTION I – DECLARATION BY APPLICANT

I hereby declare that all information furnished by me in this application and the accompanying documents is true, complete, and correct to the best of my knowledge and belief.

I understand that submission of this application does not guarantee empanelment, appointment, employment, or allocation of counselling assignments.

I agree to abide by the Rules, Regulations, Terms & Conditions, Privacy Policy, Confidentiality Policy, Code of Ethics, Tele-Counselling Guidelines, Child Protection Policy, and all other policies of **RSP Foundation**.

I authorise RSP Foundation to verify my educational qualifications, professional credentials, work experience, references, registrations, and identity documents from the issuing authorities whenever necessary.

I understand that any false declaration, forged certificate, fabricated information, suppression of material facts, impersonation, or professional misconduct may result in rejection of my application, cancellation of empanelment, legal action, and reporting to the appropriate authorities wherever applicable.

I voluntarily consent to the collection, verification, processing, and storage of my personal information for the purpose of counsellor empanelment and organisational administration in accordance with the applicable laws of India and the policies of RSP Foundation.

Applicant Signature

Name

Date

Place

SECTION J – GAZETTED OFFICER CERTIFICATION

I certify that I have verified the identity of the applicant and compared the original documents produced before me.

This attestation is provided solely for the purpose of identity and document verification. It shall not be construed as a recommendation, employment verification, endorsement, guarantee of professional competence, or certification by the Government or the undersigned officer.

Name of Gazetted Officer

Designation

Department

Office Address

Mobile Number (Optional)

Signature

Official Seal

Date

FOR OFFICE USE ONLY

Application Number:

Date Received

Verification Status

☐ Pending

☐ Verified

☐ Documents Incomplete

☐ Rejected

Interview Conducted

☐ Yes

☐ No

Panel Recommendation

☐ Approved

☐ Wait List

☐ Rejected

Approved District

Empanelment ID

Authorised Signatory

Official Seal

15. Privacy Summary

RSP Foundation is committed to respecting and protecting the privacy of every individual who interacts with our website, counselling services, programmes, and activities.

In most cases, you may browse our website without providing personally identifiable information. However, certain technical information, such as your Internet Protocol (IP) address, browser type, device information, operating system, pages visited, and website usage statistics, may be collected automatically to maintain website security, improve functionality, analyse performance, and enhance user experience.

Where you voluntarily choose to interact with RSP Foundation, we may collect personal information necessary to provide our services effectively. Such information may include your name, contact details, age, gender, district, occupation, educational background, counselling requirements, donation details, volunteer information, or any other information that you voluntarily provide through our website, online forms, email, telephone, or other authorised communication channels.

RSP Foundation uses this information solely for legitimate organisational purposes, including providing counselling services, processing enquiries, managing appointments, organising awareness programmes, volunteer coordination, donor communication, research, service improvement, and complying with applicable legal obligations.

Except as specifically described in this Privacy Policy or where required by law, RSP Foundation does not sell, rent, trade, or commercially share your personal information with any third party.

You may request access to your personal information or request correction, updating, or deletion of your information, subject to applicable legal, ethical, counselling, financial, and record-retention requirements.

Where you have subscribed to receive newsletters, programme announcements, awareness campaigns, or other communications from RSP Foundation, you may withdraw your consent or unsubscribe at any time using the unsubscribe option or by contacting the Foundation directly.

Whenever sensitive information is transmitted through our website, authorised payment systems, or approved communication platforms, RSP Foundation makes reasonable efforts to use appropriate administrative, technical, and organisational safeguards to protect such information from unauthorised access, disclosure, alteration, or misuse. However, no method of electronic transmission or storage can be guaranteed to be completely secure.

16. Optional Personal Information

Certain services offered by RSP Foundation may require or allow users to voluntarily provide additional personal information to facilitate counselling, programme participation, volunteer registration, research, training, or other Foundation activities.

Depending on the service requested, optional information may include:

- Educational qualifications
- Professional details
- Areas of interest
- Preferred language
- Counselling preferences
- Volunteer interests
- Organisation or institution details
- Demographic information voluntarily provided by the user
- Any additional information that the user chooses to share.

Providing optional information is entirely voluntary. Choosing not to provide such information will not generally prevent you from accessing publicly available information on the website, although certain services may not be available without the required information.

Where appropriate, RSP Foundation may use anonymised or aggregated information for research, statistical analysis, programme evaluation, reporting, grant applications, and service improvement. Such information will not identify individual users unless specifically authorised or required by law.

17. Donor Privacy

RSP Foundation values the trust placed in us by our donors and is committed to protecting donor information with the highest standards of confidentiality and integrity.

Personal information collected from donors may include:

- Full Name
- Address
- Mobile Number
- Email Address
- PAN or other identification details where legally required

- Donation amount
- Payment reference details
- Any information required for issuing receipts or complying with applicable laws.

RSP Foundation **does not sell, rent, exchange, or commercially disclose donor information** to any third party for marketing or fundraising purposes.

Where donations are processed through authorised payment gateways, banks, or financial institutions, payment information is handled in accordance with the privacy and security standards of those authorised service providers.

Donation records are maintained only for legitimate accounting, auditing, legal compliance, tax, reporting, and organisational purposes.

Official donation acknowledgements and receipts will be issued in accordance with applicable laws and the Foundation's internal procedures.

18. Communications and Awareness Programmes

RSP Foundation may periodically communicate with users, donors, volunteers, counsellors, beneficiaries, educational institutions, government departments, partner organisations, and other stakeholders regarding:

- Mental health awareness programmes
- Counselling services
- Workshops and training programmes
- Career guidance initiatives
- Volunteer opportunities
- Research projects
- Community outreach activities
- Newsletters
- Foundation announcements
- Policy updates
- Other charitable and educational activities.

Such communications will generally be sent only where the recipient has voluntarily provided contact information or where communication is reasonably necessary for providing requested services.

Recipients may opt out of non-essential promotional communications at any time by contacting RSP Foundation or using the unsubscribe facility where available.

RSP Foundation respects the communication preferences of its users and will make reasonable efforts to honour such preferences while complying with applicable legal and administrative requirements.

Website Disclaimer

Effective Date: 30 May 2024

1. General Disclaimer

Welcome to the official website of **RSP Foundation** ("Foundation", "we", "our", or "us").

The information, articles, publications, videos, educational materials, counselling resources, career guidance content, awareness programmes, workshops, research materials, and other content available on this website are provided solely for educational, informational, charitable, and public awareness purposes.

While RSP Foundation makes reasonable efforts to ensure that the information published on this website is accurate, reliable, and up to date, we do not warrant or guarantee the completeness, accuracy, reliability, suitability, or availability of any information, services, or materials available on this website.

Your use of this website is entirely at your own discretion and risk.

2. No Professional Advice

The content available on this website is **not** intended to replace professional advice, diagnosis, treatment, or consultation.

Nothing contained on this website constitutes:

- Medical advice
- Psychiatric advice
- Psychological diagnosis or treatment
- Legal advice
- Financial advice
- Educational advice
- Any other professional service

Users should consult appropriately qualified professionals regarding their individual circumstances before making any personal, medical, psychological, educational, legal, or financial decisions.

3. No Professional Relationship

Accessing, browsing, communicating through, or using this website does **not** create:

- A psychologist–client relationship
- A counsellor–client relationship
- A doctor–patient relationship
- A lawyer–client relationship
- Any fiduciary or professional relationship

A professional relationship arises only after a formal appointment has been accepted by RSP Foundation and the applicable consent procedures have been completed.

4. Counselling Services

RSP Foundation provides counselling and psychological support to promote emotional well-being, personal development, and mental health awareness.

Counselling outcomes vary from person to person and cannot be guaranteed.

Appointments, referrals, and counselling services remain subject to professional assessment, counsellor availability, organisational policies, and applicable laws.

5. Emergency Situations

RSP Foundation **does not provide emergency crisis intervention services.**

If you or another person is experiencing:

- Suicidal thoughts
- Self-harm
- Psychiatric emergencies
- Medical emergencies
- Violence
- Any life-threatening situation

Immediately contact the nearest hospital, psychiatrist, emergency medical service, police, or other appropriate emergency authority.

Do not rely on this website, email communication, or tele-counselling during an emergency.

6. Educational Content

Articles, blogs, publications, videos, webinars, awareness materials, downloadable resources, and other educational content are intended only to improve public awareness and understanding.

Such content should not be interpreted as personalised counselling, diagnosis, treatment recommendations, or professional advice.

7. Donations

Donations made to RSP Foundation are voluntary contributions supporting its charitable objectives, public welfare activities, counselling services, educational programmes, and mental health initiatives.

Acceptance of donations remains at the sole discretion of RSP Foundation.

Refunds, where applicable, shall be governed by the Foundation's published policies and applicable laws.

8. External Websites

This website may contain links to external websites maintained by third parties.

These links are provided solely for user convenience.

RSP Foundation does not control, endorse, monitor, or guarantee the accuracy, security, privacy practices, or content of any third-party website and accepts no responsibility for any loss or damage arising from their use.

Users should review the privacy policies and terms of use of any external website they visit.

9. Intellectual Property

Unless otherwise stated, all original content published on this website—including text, logos, graphics, documents, publications, designs, training materials, images, videos, downloadable resources, and other intellectual property—is owned by or licensed to RSP Foundation and is protected under applicable intellectual property laws.

Unauthorised copying, reproduction, modification, distribution, publication, or commercial use is prohibited without prior written permission.

10. Limitation of Liability

To the maximum extent permitted under applicable law, RSP Foundation, its Governing Body, trustees, advisors, counsellors, volunteers, employees, consultants, and affiliates shall not be liable for any direct, indirect, incidental, consequential, special, or exemplary damages arising from:

- Use of this website;
 - Reliance upon information published on this website;
 - Technical interruptions or website unavailability;
 - Errors, omissions, or inaccuracies;
 - Third-party websites or services;
 - Unauthorised access to information despite reasonable security measures.
-

11. Website Availability

RSP Foundation does not guarantee uninterrupted access to this website.

Maintenance activities, technical failures, internet interruptions, cyber incidents, or events beyond our reasonable control may temporarily affect website availability.

12. Privacy

Use of this website is also governed by the **RSP Foundation Privacy Policy**, **Website Terms of Use**, and other applicable policies published on this website.

13. Changes to this Disclaimer

RSP Foundation reserves the right to modify, revise, or update this Disclaimer at any time without prior notice.

Updated versions shall become effective immediately upon publication on the website.

Users are encouraged to review this Disclaimer periodically.

14. Governing Law

This Disclaimer shall be governed by and interpreted in accordance with the laws of the Republic of India.

Any disputes arising from or relating to this website shall be subject to the exclusive jurisdiction of the competent courts located in Head Office **Srikakulam District, Andhra Pradesh, India.**

15. Contact

For any questions regarding this Disclaimer or the use of this website, please contact RSP Foundation through the official contact details published on www.rspfoundation.com.