

Policy Framework Edited

I. Purpose and Mission

Survivors of domestic violence, harassment, and sexual assault often encounter institutional barriers that prioritize procedural reporting over emotional healing. This chatbot is designed to prioritize survivor safety, emotional well-being, and choice by offering trauma-informed, culturally responsive, anonymous or confidential reporting pathways. It serves historically marginalized groups, including multilingual users, neurodivergent individuals, and survivors across diverse gender identities. The chatbot is designed to be accessible across devices, compatible with screen readers, and usable in low-bandwidth environments. Our mission is to empower survivors rather than retraumatize them.

II. Ethical Principles Commitment

We are committed to trauma-informed, survivor-centered ethics that prioritize user privacy, emotional safety, cultural responsiveness, accessibility, and user autonomy.

Our key ethical principles include:

- Privacy and confidentiality
- Transparent communication
- Language and cultural accessibility
- Respect for user control and consent
- Emotional safety and dignity for all users
- Device and bandwidth accessibility

III. Data Privacy and Consent Policy

Data Handling at a Glance:

- Anonymous use is allowed and encouraged.
- No user data is stored or used for AI model training.

- Information is used solely to provide real-time support and resource suggestions.
- Temporary data is encrypted and deleted after the session ends.
- Mandatory reporting only applies if a user identifies themselves and discloses immediate danger.
- Users must actively accept the Privacy Policy by clicking "Accept and Continue" before beginning the chat.

Full Policy: This chatbot is designed to prioritize your privacy, emotional safety, and confidentiality. No automatic data scraping, location tracking, or background monitoring occurs. Your responses are used only to provide support and will not be stored, sold, or shared. Mandatory reporting protocols are in place if you choose to share your identity and disclose immediate danger, following local laws. You may end the chat, clear your data, or exit safely at any time. An emergency "Quick Escape" button will redirect you instantly to a neutral website if needed. By actively accepting the Privacy Policy, you acknowledge and consent to these terms.

IV. User Rights and Protections

If an ethical principle is violated during your interaction with the chatbot, you have the right to:

- File a complaint
- Request a review of any associated session information
- Request corrective action, including deletion of session data

A clear point of contact will be designated as the **Ethics Officer at CalAdvocate** to address these concerns. This information will be presented in accessible language on the chatbot's welcome page and will be available visibly during chats. Additionally, users will be invited to provide regular, anonymous feedback on their experiences to help continuously improve the chatbot. The potential misuse of this Chatbot is not of major concern; however, users can effectively be helped to create a fake report of an incident or effectively prepare for a report made against

themselves. CalAdvocate cannot report cases of sexual assault, domestic violence, or battery.

V. Closing Affirmation

We believe that survivors deserve digital tools that respect their privacy, safeguard their dignity, support their emotional well-being, and honor their lived experiences. Our chatbot is grounded in trauma-informed, culturally responsive, and ethically sound design. Privacy, dignity, consent, and user autonomy are foundational principles: no user data is stored beyond the session, and no conversations are used for AI training purposes. Survivors control what they share, how they engage, and when they exit. Language support will evolve based on community needs to ensure inclusivity and accessibility. We commit to continuous improvement, survivor-led justice, and technology that serves, rather than surveils.