

Terms and Conditions: Digital companion

This tool is a digital companion (or 'digital companion') created by PSI in consultation with medical professionals to provide you with information about contraception including self-injection, find outlets close to you that provide contraception services, give feedback on your method and service experience, access training resources on self-injection, and receive follow-ups and reminders in support of contraceptive continuation. Privacy is very important to us, which is why we share the details of data usage and terms and conditions below:

Who are we?

PSI is a non-profit organization duly organized and under the laws of the State of North Carolina, United States of America, registered with the Department of Consumer Regulatory Affairs, Washington, DC, United States of America, focused on making it easier for people in the developing world to lead healthy lives and plan the families they desire.

For PSI, it is very important to provide you with confidential, reliable, personalized health information when using our services.

Please find the terms and conditions and conditions of using the digital companion below:

What is a digital companion? Who can use it?

This digital companion was created by PSI in consultation with medical professionals (s) to provide safe, accurate, and reliable health information on contraceptive methods and sexual and reproductive health. A digital companion is a type of computer-based, non-human chatbot with which it is possible to have a conversation to seek health information or take actions to improve your health.

This digital companion is meant for use by clients 15 years and older. By making use of the digital companion, you warrant that you are 15 years or older.

Commented [CP1]: Is this true for DISC?

Based on the personal information you share with the digital companion, it will make recommendations or provide you with information. You are responsible to ensure that the personal information you provide to it is complete and accurate.

All personal information collected by digital companion is handled under strict data protection protocols, legislation and regulatory provisions for your security.

The information provided by the digital companion is the property of PSI and may not be reproduced, duplicated, copied, modified, sold, resold, distributed, visited or otherwise exploited for commercial purposes without the consent of PSI.

THE DIGITAL COMPANION DOES NOT REPLACE A PROFESSIONAL HEALTH COUNSELING SERVICE. THE SERVICE PROVIDED BY THE DIGITAL COMPANION AND/OR WEBSITE DOES NOT SUBSTITUTE, AND THEREFORE SHOULD NOT BE INTERPRETED AS MEDICAL ADVICE. A DOCTOR-PATIENT RELATIONSHIP IS NOT CREATED. THE USE OF THE DIGITAL COMPANION IS NOT INTENDED FOR MEDICAL EMERGENCIES. IF YOU BELIEVE YOU HAVE A MEDICAL EMERGENCY, YOU MUST SEEK CONSULTATION WITH A MEDICAL PROFESSIONAL IMMEDIATELY.

- a. Medical-patient relationship: all services provided by and/or through the digital companion service are for informational purposes only and do not constitute medical advice. The DIGITAL COMPANION is not a professional physician, and the DIGITAL COMPANION does not provide medical services. No information contained in the service should be considered as a medical consultation or diagnosis. The information, results and reports generated by us should not be construed as a replacement for a medical consultation, evaluation or treatment; information available on or through the service for medical decision-making or to diagnose or treat a medical condition should not be relied upon, a physician should always be consulted. USE OF THE SERVICE DOES NOT CREATE A PATIENT MEDICAL RELATIONSHIP BETWEEN YOU AND THE DIGITAL COMPANION.

You are encouraged and recommended to seek medical advice from a health care professional if you have questions regarding the use or initiation of a contraceptive method that could be recommended, discussed or offered by the service and/or if you are being treated for an illness. If you are taking a prescribed drug or are undergoing treatment or diet due to illness, we especially urge you to consult a medical professional prior to using the service.

- b. You could be referred by the digital companion to a Live Chat with advisors/agents who can answer some of your questions. The services provided by the advisors/agents DO NOT CONSTITUTE medical services. You will not be offered a diagnosis by advisors/agents. The service provided by the adviser should not replace, nor is it an alternative to medical consultation, medical diagnosis or treatment. Under no circumstances will your interaction with the advisors/agents create a patient-medical relationship. YOU ARE SOLELY RESPONSIBLE FOR YOUR INTERACTION WITH THE ADVISORS/AGENTS WHEN USING THE SERVICE.

What types of data do we collect and how do we use it?

While using the digital companion, you will be requested to provide some personally identifiable information that will support the operation of the digital companion, customize the experience, track interactions, monitor the use of referrals, send surveys, analyze information and improve the marketing, communication and programmatic activities of PSI.

Among the data collected are:

- Direct personal identification data: Facebook ID, telephone number
- Indirect personally identifiable data: gender, age, district of residence
- Health data: reproductive sexual health information you share using the service (e.g. medical history, method usage, preferences, etc.)

In addition, PSI will capture information about how you use the service:

- General activity: for example, how many times you use the service, how much time you spend on the service, the sections that you query, etc.
- Notification activity: when you choose to receive notifications.
- Tracking: when you authorize to be re-contacted by the digital companion or by an advisor/agent for follow-up.

Commented [CP2]: Direct link to a live chat is not part of the MVP, but will plan to add in 2021; can include in the T&C now so it is already there when we enable this feature.

Commented [HA3R2]: Noted

- Surveys: When you authorize and wish to participate in survey submitted through the digital companion. The surveys will be used to ask about your experience, request feedback and service recommendations, opinions about various health topics, and questions for polling and feedback to improve service. You will be provided an opportunity to opt-out of participating in surveys and/or receipt of any marketing information from the digital companion.

What are your rights?- Opting in and out of receiving marketing and other communication

Access to and use of services of this digital companion is entirely voluntary.

You have the right to:

- ask what personal information we hold about you;
- ask what information was sent to our suppliers, service providers or any other third party;
- ask us to update, correct or delete any out-of-date or incorrect personal information we hold about you;
- unsubscribe from any direct marketing communications we may send you;
- object to the processing of your personal information;
- withdraw, at any time any consent you previously provided on the use of your personal information;
- opt-out of participating in any surveys, receipt of notifications and promotional content

Please write to [\[email\]](#) for requests related to the above. To unsubscribe from further communications, reminder messages, or follow-ups, you can simply reply to the chatbot with 'STOP'.

DISCLAIMER AND LIMITATION OF LIABILITY

- PSI does not guarantee the operation of the digital companion or the information, content, tools or materials on the digital companion. You agree that you use the digital companion at your own risk;
- PSI does not guarantee that (i) the digital companion (ii) the information, content, tools or materials included on the digital companion (iii) that any electronic communications sent by us are free from viruses or other harmful components. PSI will not be liable for any damages of any kind arising from your use of the digital companion or from any information, content, tools or materials included on or otherwise made available to you through the digital companion, including for direct, incidental, punitive and/or consequential damages.
- PSI is fully committed to providing you with the best possible service. However, PSI is not responsible for:
 - any interrupted, delayed or failed transmission, storage or delivery of information due to a power failure, equipment or software malfunction, natural disasters, fire, labour unrest, or any other cause beyond the reasonable control of PSI or

- any inaccurate, incomplete or inadequate information obtained from the digital companion supplied by you.
- Neither will PSI be responsible for any direct or indirect loss or damages that may arise from:
 - any of the events described in this paragraph or the paragraphs above;
 - your actions or omissions that result in a breach of these terms and conditions;
- a denial of access to the website should we believe or have reason to believe that you are conducting activities that are illegal, abusive, would attack the integrity of the digital companion or put PSI in disrepute; or
- your reliance on any of the information, content, tools or materials that you obtain from the digital companion.
- To the extent that clinical information may be provided on the digital companion it is based on best practice and on current recommendations and guidelines. These obviously change from time to time. The information provided should by no means replace the advice of a registered healthcare provider. You should not discontinue any treatment you may be receiving on the basis of information reflected on this digital companion without first consulting your healthcare provider. You should also seek professional advice immediately should any symptoms you may be experiencing persist.

Site

For more information, please visit our website: www.psi.org

By agreeing to the terms and conditions, you agree that Facebook and WhatsApp will share your public information with PSI. In your use of the digital companion platform, please also refer to the Facebook and WhatsApp platform privacy terms and conditions as these also affect the manner in which your public information is shared and disseminated.