# Disclaimer

Effective Date: January 1, 2025

By using our platform (“the Application”), you acknowledge and agree to the terms outlined below. This application is designed to offer mental wellness support through artificial intelligence and does not replace professional healthcare services in Kenya.

## 1. Not a Substitute for Professional Mental Health Care

This application is powered by AI and is intended solely for informational and emotional support purposes. It is not a replacement for licensed therapists, clinical psychologists, counselors, psychiatrists, or other certified mental health professionals registered under Kenyan health regulations.

## 2. No Therapeutic or Clinical Relationship

Using this application does not establish a therapeutic relationship, counselor-patient relationship, or any other professional medical engagement. The AI system does not have the capacity to offer clinical judgment or personal treatment.

## 3. No Medical Diagnosis or Prescription

This application does not provide medical or psychological diagnoses, treatment plans, or prescriptions. All responses generated by the AI are general suggestions and emotional support dialogues, and should not be treated as a medical opinion or recommendation.

## 4. In Case of Emergency

If you or someone you know is experiencing a mental health crisis, suicidal thoughts, or any life-threatening condition, please seek immediate assistance by calling emergency services (e.g., 999 or 112 in Kenya), contacting a licensed counselor, or visiting the nearest hospital.

## 5. Accuracy and Use of Information

While we aim to provide thoughtful and supportive responses, we do not guarantee the accuracy, reliability, or clinical validity of the information provided. The AI responses are based on general data and do not account for individual mental health conditions.

## 6. Your Responsibility as a User

It is your responsibility to evaluate and act on any suggestions or information provided by the AI. We strongly recommend that you consult with a qualified mental health practitioner for any concerns related to depression, anxiety, trauma, or any other psychological condition.

## 7. Limitation of Liability

To the fullest extent permitted under Kenyan law, the developers, operators, and affiliates of this application shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use—or inability to use—this application or any reliance on its information.

## 8. No Guarantee of Outcomes

Use of the AI support system does not guarantee emotional improvement or mental health recovery. Every person’s experience is unique, and many factors influence psychological wellbeing. The app should be seen as a support tool, not a treatment path.

## 9. Age Restriction

This service is not intended for persons under the age of 18. If you are below 18 years, please seek guidance from a parent, guardian, school counselor, or qualified health worker.

## 10. Policy Updates

We reserve the right to update this disclaimer at any time in response to changes in legal, regulatory, or operational requirements. Continued use of the application after such changes means you accept the revised terms.

## 11. Data Privacy and Confidentiality

While we strive to protect user information, please note that conversations with the AI are not end-to-end encrypted and should not be used to share sensitive personal information, such as names, locations, or medical records. By using the app, you understand and accept the limitations of data privacy associated with AI-based services. Please refer to our Privacy Policy for more details.

## 12. AI Limitations

This platform operates using artificial intelligence trained on generalized data. The responses may at times be imprecise, out-of-context, or inappropriate for your situation. We continuously improve the model but make no guarantees that responses will be accurate, relevant, or helpful in all situations.

## 13. Cultural and Social Sensitivity

The AI may not always fully understand or respect Kenya's diverse cultural, social, and personal contexts. Users should interpret AI responses within their own cultural and personal judgment. We are working toward culturally adaptive responses, but the service remains a general support tool.

## 14. Third-Party Services and Content

This application may contain links to third-party websites or reference third-party content (e.g., mental health hotlines, articles, organizations). These are provided for convenience only. We do not endorse or guarantee the accuracy, safety, or usefulness of external content.

## 15. Use at Your Own Risk

You understand and agree that you use this application at your own risk. The application is provided "as-is" and "as available", without warranties of any kind, express or implied. We do not guarantee uninterrupted service or that the app will be free of bugs, errors, or vulnerabilities.