

Privacy Policy

Effective Date: July 2025

Convo Africa (“we,” “our,” or “us”) values your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you use our digital mental health platform.

1. Information We Collect

We may collect:

- **Personal Information:** Name, email address, phone number, and payment details.
- **Health-Related Information:** Information you voluntarily provide during therapy bookings and sessions.
- **Usage Data:** Browser type, IP address, device information for improving platform performance.

2. How We Use Your Information

We use your information to:

- Schedule and manage therapy sessions.
- Connect you with licensed therapists.
- Improve our services and user experience.
- Comply with legal and regulatory requirements.

3. Data Security

Your data is stored securely with encryption protocols. We restrict access to authorised personnel only and conduct regular security reviews.

4. Sharing Your Information

We do not sell or rent your personal information. We may share data:

- With your therapist for session delivery.
- When legally required (e.g., in emergencies or court orders).

5. Your Rights

You have the right to:

- ✓ Access, correct, or delete your data.
- ✓ Withdraw consent at any time.
- ✓ Lodge a complaint with the Office of the Data Protection Commissioner (ODPC).

6. Crisis Situations

Convo Africa is **not an emergency service**. If you are in crisis, call Kenya’s Mental Health Helpline at **1199** or visit your nearest hospital.

Contact Us

For privacy questions, contact us at:

✉ privacy@convo.africa

Terms of Service

Welcome to Convo Africa. By accessing or using our platform, you agree to these Terms of Service ("Terms"). Please read them carefully.

✓ 1. Services Offered

Convo Africa provides access to licensed mental health professionals for counselling and therapy sessions. We do not provide medical diagnosis, prescribe medication, or handle emergencies.

∞ 2. User Responsibilities

- You must be 18+ to use our platform, or have parental consent if under 18.
- You agree to provide accurate information during sign-up and bookings.
- You agree not to use our platform for unlawful or harmful purposes.

📅 3. Payments & Refunds

Session fees are payable at the time of booking. Cancellations made **at least 24 hours in advance** are eligible for rescheduling or refund. Late cancellations may attract fees.

🔒 4. Privacy

Your use of our platform is subject to our Privacy Policy.

🗣️ 5. Crisis Disclaimer

This platform is not intended for emergency care. In emergencies, call **1199** or seek medical assistance immediately.

⚖️ 6. Limitation of Liability

Convo Africa and its affiliates are not liable for:

- Any outcomes resulting from therapy sessions.
- Technical issues beyond our control (e.g., internet outages).

📋 7. Changes to Terms

We may update these Terms from time to time. Continued use of the platform means acceptance of the updated Terms.

📞 Contact Us

For questions about these Terms:

✉ support@convo.africa

FREQUENTLY ASKED QUESTIONS (FAQs)

What is therapy or counselling?

Therapy (or counselling) is a process where you talk with a trained professional about your thoughts, feelings, and experiences. It helps you process challenges, build resilience, and find clarity and healing in a supportive, confidential space.

Who are the therapists on Convo Africa's platform?

All therapists are certified professionals, psychologists, counsellors, or psychiatrists, screened for their qualifications, experience, and commitment to ethical, compassionate care.

What kinds of issues can I discuss in therapy?

You can bring any concern, stress, anxiety, depression, grief, relationship conflicts, trauma, workplace burnout, parenting challenges, or simply a desire for personal growth. Nothing is "too small" or "too big" for therapy.

Do I need to be in crisis to seek therapy?

No. Therapy isn't just for emergencies. It's for anyone seeking emotional support, clarity, or tools to navigate life's ups and downs.

How do I book a therapy session?

It's simple: Browse therapists and choose one who fits your needs.
2. Pick a time that works for you.
3. Confirm your booking and make payment securely.

Can I do therapy from home or office?

Yes! You can attend sessions online via video or phone. All you need is a quiet space and a stable internet connection.

Is therapy confidential?

Absolutely. Your privacy is paramount. All conversations between you and your therapist remain confidential unless there's a legal obligation to disclose (e.g., imminent harm).

How much does a session cost?

Session fees vary based on the therapist and session type. Prices are clearly displayed on the booking page before you confirm.

How long is each session?

Standard sessions last 30–45 minutes. Some specialised sessions may be shorter or longer.

Can I choose my therapist?

Yes. You can filter therapists by speciality, language, gender, or approach to find someone you feel comfortable with.

What if I don't "connect" with my therapist?

That's okay. It's important to feel comfortable. You can choose a different therapist at any time without judgement.

Do you offer faith-based or Christian counselling?

Yes. Some of our therapists offer faith-integrated approaches. Look for this option when selecting your therapist.

Can therapy help with family or relationship issues?

Yes. We offer individual, couples, and family therapy to address relational challenges, improve communication, and foster healthier connections.

Can I book therapy for my child or teenager?

Yes. We have therapists specialising in child and adolescent mental health. Parental or guardian consent may be required.

Is online therapy as effective as in-person therapy?

Research shows online therapy can be just as effective. It also offers the advantage of accessibility and comfort from your own space.

What if I need to cancel or reschedule my session?

You can reschedule or cancel up to 24 hours before your appointment. Late cancellations may attract a small fee.

What happens in a first session?

The first session focuses on understanding your concerns, setting goals, and building rapport with your therapist. It's a safe space to share your story at your own pace.

What if I become emotional during a session?

It's completely normal. Therapy is a safe place to express emotions without judgement. Your therapist will guide you gently through the process.

Will the therapist give me advice?

Rather than giving direct advice, therapists help you explore options and build tools so you can make empowered decisions for yourself.

Is there a limit to how many sessions I can book?

No. You can book as many sessions as you need. Your therapist may also suggest a frequency that supports your goals.

THERAPIST SERVICE AGREEMENT

1 ☐ **PURPOSE OF AGREEMENT** This Agreement sets out the terms under which the Therapist will provide professional counselling and therapy services to clients through Convo Africa's digital platform.

2 ☐ **INDEPENDENT CONTRACTOR STATUS** • The Therapist shall act as an independent contractor and not as an employee, agent, or partner of Convo Africa. • The Therapist is responsible for their own taxes, licensing, insurance, and compliance with all applicable laws and professional standards.

3 ☐ **LICENSING & PROFESSIONAL STANDARDS** • The Therapist confirms they are: ✓ Licensed to practice in Kenya (or jurisdiction applicable to client base). ✓ In good standing with the relevant professional body (e.g., Kenya Counselling and Psychological Association, KMPDC). ✓ Bound by their professional ethical code. • The Therapist shall maintain valid professional liability insurance during the term of this Agreement.

4 ☐ **SERVICES TO BE PROVIDED** • Offer talk-based counselling or therapy sessions via Convo Africa's platform. • Maintain professional boundaries and confidentiality in line with ethical standards. • Provide services only within the scope of their qualifications and expertise.

5 ☐ **DATA PRIVACY & CONFIDENTIALITY** • The Therapist shall comply with Kenya's Data Protection Act (2019) and Convo Africa's Privacy Policy. • All client information is confidential and may not be disclosed without explicit consent, except where required by law.

6 ☐ **FEES & PAYMENT** • The Therapist will be paid [insert agreed percentage]% of each session fee collected via the platform, after deducting Convo Africa's service commission. • Payments will be made [weekly/biweekly/monthly] via [method] to the Therapist's designated account. • The Therapist shall provide an invoice where required.

7 ☐ SCHEDULING & AVAILABILITY • The Therapist is responsible for maintaining their availability calendar on the platform. • They agree to honour all confirmed bookings unless prevented by unavoidable circumstances

8 ☐ TERMINATION This Agreement may be terminated: • By either party with 30 days written notice.
• Immediately by Convo Africa for: ✓ Breach of professional standards or this Agreement. ✓ Loss of license or professional misconduct. ✓ Failure to comply with Convo Africa's policies.

9 ☐ LIABILITY & INDEMNITY • The Therapist shall hold Convo Africa harmless from any claims arising from their services or actions. • Convo Africa is not liable for outcomes of counselling sessions.

10 GOVERNING LAW This Agreement shall be governed by the laws of Kenya. Any disputes shall be resolved through mediation, failing which the courts of Kenya shall have jurisdiction.