**Policy Framework Team 8**

**Luisa Gianuca**

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**Purpose and Mission**

*Housing Justice: Tenant Rights and Resources Assistant*

*This chatbot was created to empower tenants — especially immigrants, low-income families, first-time renters, and elderly tenants — by providing simple, accessible information about their housing rights and resources. Many renters face discrimination, illegal evictions, confusing rental agreements, and housing insecurity without knowing how to protect themselves. Our mission is to close that knowledge gap by offering respectful, easy-to-understand guidance, helping tenants navigate rental challenges confidently and fairly, while maintaining a strong commitment to privacy, neutrality, and user dignity.*

**Ethical Principles Commitment**

*We prioritize privacy, accessibility, clarity, and respect for all users. Our chatbot is designed to provide simple, unbiased information in plain language, protect user data, support non-native speakers, and ensure that all interactions are inclusive, confidential, and empowering.*

**Data Privacy and Consent Policy**

*Our chatbot does not store, reuse, or train on any user data. All shared information is deleted after the chat session ends and is never used for external purposes or training. Users are informed at the beginning of the conversation that this is an AI-generated chatbot, that their information will not be saved, and that conversations are not confidential legal advice. Before users share or upload any information, they must agree to these conditions to ensure full informed consent.*

**User Rights and Protections**

*Users have the right to stop using the chatbot at any time, to withhold sharing any personal information, and to provide feedback if they feel that any response was unfair, insensitive, or violated their rights. If users feel an ethical principle has been violated, they will be encouraged to report the issue immediately through a feedback option provided during the chat. The chatbot will clearly communicate this right by offering a simple message like: "If you have concerns about this conversation or feel your rights were not respected, please let us know through the feedback option." Reported concerns will be reviewed by the managing organization responsible for maintaining the chatbot’s ethical standards.*

**Closing Affirmation**

*We are committed to making this chatbot a safe, respectful, and empowering space for all users. We prioritize privacy, clear communication, accessibility, and neutrality, especially for tenants who may face housing insecurity or discrimination. Our chatbot provides general information only, protects user data by deleting it after each session, and ensures that users always have control over what they choose to share. We believe that every renter deserves access to clear, trustworthy information — and we are here to support that with fairness, empathy, and integrity.*