**Data Ethics in Mental health Support: The Crisis Text Line Debate**

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**Case Study Overview:**

Politico highlighted the practices of Crisis Text Line in January 2022, where a non-profit organisation working on mental health crises through text. In these interactions vast amount of data is collected to improve response strategies and training volunteers. This data is also shared with Loris.ai (a profit organisation) – which aiming to use insights for customer support software, have facing controversy regarding ethical data usage and consent.

**Case Study Questions:**

**1. Who are the stakeholders involved in this case?**

Customers who taking service, volunteers at Crisis Text Line, the nonprofit organization itself, Loris.ai

**2.Analysis through ethical lenses?**  
  
Analysing the case through different ethical lenses:

1. Rights: This is about respecting each person's privacy and their right to know how their personal information (like their texts) is being used.

2. Justice: This refers to making sure the benefits and drawbacks of using the data are shared fairly among everyone involved.

3. Utilitarianism: This approach looks at the overall outcomes does use this data do more good than harm for the most people?

4. The Common Good: This perspective focuses on how using the data can help the community as a whole.

5. Virtue: This lens considers the moral character of the decisions made—were they made with good intentions and ethical integrity?

6. Care This is about showing genuine concern for the welfare of the texters, ensuring they are treated with compassion and protection.

Each of these viewpoints helps us think about the situation from different angles to understand the ethical complexities involved.

**3. Responses to Danah Boyd’s questions:**

1. Balancing consent with benefits of using data: This means it is very important in getting people permission by explaining clearly how their data is used and they have to check regularly whether they are okay with it.

2. Sharing lessons with a for-profit company: It's okay to share what we learn with a company that aims to make a profit, as long as we're open about it and make sure it doesn't stop us from helping people in crisis first and foremost.

**Additional Information:**  
**Long-term Impacts**We need to consider not just the immediate effects but also the long-term impacts of our actions on the vulnerable populations. This includes how their data might be used in the future and who might have access to it.   
**Data security and privacy:**   
Protecting the data collected is essential. This means ensuring robust security measures are in place to prevent unauthorized access and ensuring that data privacy is maintained.   
**Regular reviews and Audits:**  
Regular checks to ensure that practices remain ethical over time and adapt to new challenges or insights are crucial.

This case opens broader questions about the ethical boundaries of data usage in sensitive contexts. When we work with vulnerable groups, it's very important to clearly ask for their permission and be open about what we're doing. We also need to think carefully about the ethics of making money from this data, even if the reasons seem good. We must make sure that everything we do is truly caring and protective, especially when there's money involved. How can we ensure that our actions are always ethical and caring?