

Artificial Intelligence (AI) Usage Charter at C2Care

Preamble

AI (Artificial Intelligence) plays a central role in the digital solutions developed by C2Care, providing users with innovative tools to enhance their mental well-being. This charter defines best practices, limitations, and responsibilities related to the use of AI in C2Care solutions, in line with our commitment to ethics, transparency, and respect for users.

1. Purpose of AI at C2Care

C2Care solutions are designed to support users in improving their mental well-being.

AI is used in two contexts:

- Virtual social interactions: Our virtual characters interact with you in simulated scenarios to help you practice and improve your social skills.
- Virtual coach: An AI coach guides you during exposure sessions, offering personalized support to help you manage your emotions.

These tools are not medical devices and do not replace medical or therapeutic treatment. They do not diagnose, treat, or cure any illness.

2. Autonomous and Non-Medical Use

AI-based solutions can be used freely and independently in a non-medical context.

However, users must consider the following limitations:

- Non-medical use: These tools do not replace medical follow-up or therapy and should not be used to diagnose or treat mental disorders.
- User responsibility: Users must assess whether the tool is suitable for their needs. If in doubt, or in the presence of a mental or physical condition, consulting a healthcare professional is essential.

3. AI Engine – OpenAI

C2Care's AI solutions rely on OpenAI's engine, designed to provide smooth and appropriate interactions while adhering to the highest security and confidentiality standards. OpenAI implements several measures to protect its users:

- Data confidentiality: OpenAI complies with international data protection regulations, such as GDPR, ensuring the security and confidentiality of users' personal information.
- Transparency: OpenAI is committed to making its algorithms and their functioning as transparent as possible, allowing users to understand how their data is processed and how AI interacts with them.
- Enhanced security: OpenAI continuously invests in improving system security to prevent any malicious or unauthorized use of AI.
- Ongoing monitoring: OpenAI conducts regular system audits and implements monitoring mechanisms to detect and correct any potential malfunction, ensuring reliable and secure use.

4. Security Measures and Malfunction Management

C2Care is committed to maintaining robust security measures to protect users against malfunctions or technical issues.

- Session interruption: If a malfunction is detected, sessions may be automatically suspended to protect the user.
- Technical support: A technical support team is available to resolve incidents quickly and restore affected functionalities.
- Regular updates: Systems are regularly updated to ensure an optimal and secure experience.

5. User's Right to Information

Users have a permanent right to information regarding:

- AI functionality: Clear information on algorithms and their usage is available to users.
- Personal data: Users can request access, modification, or deletion of their personal data at any time.

6. C2Care's Commitments

C2Care commits to:

- Protecting user privacy and collecting only the data strictly necessary to enhance the user experience.
- Continuously improving AI-based features according to user feedback and technological advancements.

- Ensuring data security and guaranteeing ethical use of AI in compliance with applicable laws.

7. Legal Responsibility

Users acknowledge that the AI solutions provided by C2Care are non-medical support tools. C2Care cannot be held responsible for inappropriate use of the solutions or failure to consult a healthcare professional in cases requiring therapeutic or medical care.