

***Vita*Nexus**

Life. Connected.

Companion Chatbot Safety Protocol

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VitaNexus, Inc. — vitanexus.ai

VITANEXUS

WELLNESS & SOCIAL STORYTELLING

Companion Chatbot Safety Protocol

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If you are in crisis right now

If you or someone else is in immediate danger, call **911** (or your local emergency number).

To talk with someone who cares, any time:

- **988 Suicide & Crisis Lifeline** — call or text **988** (United States), 24/7, free and confidential.
- **Crisis Text Line** — text **HOME** to **741741** (United States), 24/7.
- Outside the United States, please contact your local emergency services or a local crisis line.

Aurora is an AI and is **not** a crisis service, an emergency service, or a substitute for professional help. Please use the resources above if you need support now.

Plain-language summary

- **You are talking to an AI.** Aurora, our conversational interviewer, is artificial intelligence — not a human, a therapist, a doctor, or a counselor.
- **VitaNexus is for adults only.** The Service is offered only to people 18 and older. We do not knowingly allow anyone under 18 to use it.
- **We have a crisis safety protocol.** If you use explicit language about suicide or self-harm during a conversation, Aurora will stop the interview and show you crisis-support resources (like 988) instead of continuing to ask questions.
- **This is decided by fixed rules, not by the AI's judgment.** The crisis response is triggered deterministically in our software, so it does not depend on the model “deciding” to help.
- **We are not a mental-health service.** Aurora does not diagnose, treat, monitor, or provide clinical care, and using it is not a substitute for professional help or emergency services.

1. Purpose and scope

VitaNexus operates **Aurora**, an AI companion chatbot that conducts warm, guided reminiscence conversations to help people record their life stories. Because Aurora is a conversational AI that a user may engage with in a personal, ongoing way, we treat it as a **companion chatbot** and maintain this safety protocol accordingly.

This document describes, in plain language, the protocol we maintain to respond to expressions of suicidal ideation, suicide, or self-harm, and the safeguards we apply. It is published so that users and the public can understand how the Service handles these situations. It is one of several documents that govern the Service; see the **Related documents** footer.

2. You are interacting with an AI

Aurora is artificial intelligence, not a human being. Aurora:

- is **not a licensed professional** of any kind (not a physician, psychologist, therapist, social worker, or counselor);
- does not provide medical, mental-health, legal, or crisis advice; and
- can make mistakes, and should not be relied upon for health or safety decisions.

We identify Aurora as an AI interviewer at onboarding and in our **AI Processing Disclosure**. A reasonable user of the Service is informed that they are conversing with an AI and not a human.

3. Age eligibility — adults only (18+)

The Service is offered only to adults **18 years of age or older**. We do not knowingly permit anyone under 18 to create an account or use Aurora:

- Age eligibility is checked at onboarding, and the Service is not directed to, marketed to, or designed for minors.
- If we learn that a user is under 18, we will remove their access and delete their data consistent with our **Privacy Policy**.

Because the Service is restricted to adults and we do not knowingly have minor users, the minor-specific measures contemplated by the companion chatbot law — such as notifying a user that they are interacting with AI because they are a minor, or periodic “take a break” reminders directed at minors — are addressed by this eligibility restriction. If our eligibility model ever changes, this protocol will be updated before the Service is made available to minors.

4. Suicide and self-harm response protocol

We maintain a protocol designed to keep Aurora from continuing a normal interview when a user expresses suicidal ideation or self-harm, and to direct that user to crisis resources instead.

What triggers it

During a conversation, if the user uses **explicit language** indicating suicidal ideation, suicide, or self-harm, that turn is flagged for a crisis response. The flag is set only from explicit statements; the system does not attempt to infer or diagnose a person's mental state from indirect cues.

What happens then

When the flag is set, the Service takes a **deterministic action decided in our software** — not a response chosen by the AI model:

- **Aurora stops conducting the interview.** No further reminiscence questions are generated for that session.
- The user is shown a supportive, non-clinical message that directs them to crisis-support resources, including the **988 Suicide & Crisis Lifeline** (call or text 988) and, for immediate danger, **911**. The message set can be tailored to the user's region.
- **The session is ended** so the conversation cannot simply continue past the crisis response.

What it deliberately does not do

The protocol does not diagnose, does not provide clinical or therapeutic advice, and does not make judgments about risk level. It is a **duty-of-care floor** that surfaces help resources and steps back — it is not a clinical intervention.

Privacy of crisis handling

A crisis response is recorded as an internal safety event **without logging the content of the user's message** or other personal health information, consistent with our data-handling practices in the **Privacy Policy**. See also the **AI Processing Disclosure §3** on limited, access-controlled human review for safety.

5. What Aurora is not

Aurora and VitaNexus are **not**:

- a crisis line, warmline, or emergency service;
- a medical device, or a provider of medical, psychiatric, or psychological care;
- a monitoring or surveillance service that watches for risk between conversations or notifies third parties on your behalf; or
- a substitute for professional help.

If you need help, please use the crisis resources at the top of this document. In an emergency, call **911**.

6. Human review and escalation

We do not routinely read or listen to conversations.

7. Reporting and governance

We keep this protocol under review and update it as our Service and applicable law evolve. Where the law requires operators of companion chatbots to report information related to crisis-referral safeguards to a designated state office, we will provide the reports required of us, in the form and on the schedule the law prescribes.

Material changes to this protocol will be published as a new version of this document (see the versioning rules in §9 and in the legal folder README), with the version recorded in our document manifest.

8. How to reach us

Questions about this protocol, or reports of harmful or policy-violating content, can be sent to privacy@vitanexus.ai. **This channel is not monitored for emergencies** — for urgent help, use the crisis resources at the top of this document or call **911**.

Related documents: [Terms of Service](#) · [Privacy Policy](#) · [AI Processing Disclosure](#) · [Data and Security Policy](#)