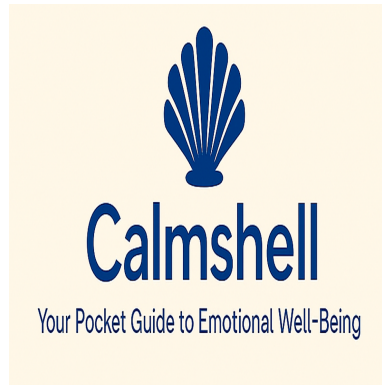




Calmshell Informed Consent & User Onboarding Policy

1. Purpose

This policy outlines how Calmshell obtains, documents, and manages informed consent during user onboarding, including the collection and use of sensitive health data. It ensures compliance with Canadian privacy legislation, ethical standards, and regional rules (e.g., Quebec's requirements regarding minors under 14).

2. Scope

Applies to all Calmshell users globally, with specific compliance to Canadian regulations; all onboarding processes (app, web, therapist portal); and the collection, storage, and use of sensitive information such as mental health data, mood tracking, journaling, and therapy records.

3. Key Principles

Transparency: Consent must be informed, clear, and presented in plain language.

Voluntary Participation: Users choose whether to share sensitive information.

Right to Withdraw: Users can revoke consent at any time.

Age-Appropriate Consent: Special protections for minors with parental involvement.

Documentation: Every consent is logged electronically and securely.

4. Plain-Language Consent Screens

During onboarding, users are presented with clear explanations of what data we collect, why we collect it, who sees it, and their rights. Users must actively select “I Consent” before accessing app features.

5. Consent Recording

All consent is digitally logged with timestamps, version-controlled, and securely stored to maintain an audit trail.

6. Optional Features

Optional consents apply to sharing data with therapists, joining cultural healing spaces, or participating in research.

7. Consent Withdrawal

Users can withdraw consent anytime via Settings > Privacy & Consent. They can stop future data collection or delete all stored data.

8. Minimum Age Rules

Users under 13 require parental consent. Quebec requires parental/legal guardian consent for minors under 14 unless deemed capable.

9. Parental Consent (for Minors)

A plain-language summary is provided to guardians who must digitally sign before activation. The minor’s account will indicate parental oversight.

10. Documentation & Compliance

Consent records are encrypted under PIPEDA and PHIPA. Policies are reviewed annually by Calmshell’s Clinical & Legal Advisory Board.

11. Disclaimer

Calmshell provides wellness support but is not a replacement for emergency or acute care. Users in crisis should call 911 or a local crisis line.