

## Website AI Chatbot & Privacy Disclosure

**Last Updated:** June 2026

Welcome to Cornerstone Family Counselling Services. To better serve you and help you connect with our services efficiently, our website utilizes a live chat and automated chatbot system provided by a third-party service provider, **Tawk.to**.

Please read this disclosure carefully before using the chat feature. By initiating a chat session, you acknowledge and agree to the terms outlined below.

### 1. The AI is an Administrative Assistant, Not a Clinical Provider

Our chatbot uses artificial intelligence to answer basic logistical questions, provide information about our clinic, and assist with scheduling.

- **No Medical or Psychological Services:** The chatbot is an automated tool. It is not a psychotherapist, psychologist, psychiatrist, social worker, doctor, or medical service provider. It cannot provide therapy, counseling, crisis intervention, medical advice, mental health diagnoses, or treatment plans.
- **Oversharing & Appointment Matching:** If you share personal struggles (e.g., asking what to do about anxiety, sadness, or depression), the chatbot is directed to steer the conversation back to booking an intake appointment. It will offer to help you schedule a session with a live, licensed human therapist who can safely and ethically support you.
- **Human Transition:** You will begin your chat interaction with an automated AI system. However, live human intake workers from our team may join the chat session when available to take over the conversation.

### 2. Information We Need vs. Sensitive Information to Avoid

To help you efficiently, we do need you to share basic administrative contact details. However, please be aware that **while we take reasonable steps to protect your information, website chat communication and standard email are not substitutes for secure, regulated healthcare communication systems (such as our PHIPA-compliant client portal, Jane App).**

- Our clinic limits standard email and web chat strictly to administrative logistics; we do not discuss clinical or medical information through these

channels. This chat is an initial touchpoint and is not a secure portal for clinical records or sensitive data.

- **What to Provide:** Please feel free to provide your **name, phone number, email address, and your best time to contact you** so our intake team can reach out to match you with a therapist.
- **What to Avoid:** Please do *not* type highly sensitive personal health or financial information into the chat window. Specifically, **do not provide your Ontario Health Card number (OHIP)**, specific psychiatric histories, detailed medical diagnoses, or financial or credit card information.
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### 3. Critical Emergency & Crisis Limitations

**This chatbot is not a crisis monitoring tool and must never be relied upon in an emergency.**

- While the AI is configured with basic automated keywords to look for distress, **it cannot be guaranteed to recognize or accurately interpret crisis language, thoughts of self-harm, or risks to others.**
- If you or someone you know is in immediate danger or experiencing a mental health crisis, **do not use this chat.** Please immediately exit the chat and use dedicated emergency resources.
- Call **911**, go to the nearest hospital emergency room, call the Canada-wide Suicide Crisis Helpline at **988**, or reach local Peel Region support via 24.7 Crisis Support Peel Dufferin at **905-278-9036**. You can also visit [Cornerstone Emergency Contacts Page](#) for resources.

### 4. How We Collect, Use, and Store Your Data

When you use the chat feature, we collect and retain the chat transcripts, the contact information you voluntarily provide, and basic technical data (such as your IP address).

- **Why We Keep This Data:** We retain these transcripts securely and use this information specifically to:
  - Respond to your inquiry
  - Schedule appointments and accurately match you with the right therapist based on your general stated needs

- Improve our services and communication
- **Third-Party Processing:** This chat system is operated by Tawk.to. Data transmitted through the chat is processed and stored on our behalf by Tawk.to in accordance with their privacy infrastructure. Your use of this feature is therefore also subject to the [Tawk.to Privacy Policy](#) and Terms of Service.

## 5. Explicit User Consent

By using the chat feature on our website, you explicitly acknowledge and agree that:

1. You are initiating a conversation with an AI automated system, though a human intake worker may intervene if available.
2. You understand the technical limitations of the chatbot, recognize that it might not identify a crisis, and agree not to rely on it for clinical or emergency support.
3. You consent to the collection, retention, and processing of the text you enter for the administrative purposes outlined above.