

# Disclaimer Statement for RELIEF Preventive Digital Mental Health Management Platform

## Important Notice and Disclaimer

RELIEF is a preventive digital mental-health and wellness support platform designed to promote emotional well-being, resilience, stress management, early identification of emotional vulnerability, and access to mental-health support pathways. The platform integrates wellness education, AI-assisted emotional engagement, psychometric screening, counselling pathways, tele-support, and referral systems to support students and young adults in a safe and accessible manner.

RELIEF is **not a substitute for professional medical advice, psychiatric diagnosis, psychological assessment, psychotherapy, emergency care, or crisis intervention services.** The platform does not independently diagnose mental disorders, prescribe medications, provide emergency psychiatric treatment, or replace consultations with qualified mental-health professionals. Any emotional-support interaction, psychometric screening result, wellness recommendation, or AI-generated response should be interpreted only as supportive and informational guidance and not as definitive clinical advice.

The AI-based engagement and counselling features within RELIEF are automated digital-support systems intended to provide emotional support, psychoeducation, wellness guidance, coping assistance, and help-seeking encouragement. Users are informed clearly that they are interacting with an AI system and not a human therapist or psychiatrist. AI-generated responses may occasionally be incomplete, inappropriate, inaccurate, or insufficient for individual clinical situations. Users should not rely solely on AI-generated content for decisions regarding mental-health treatment, diagnosis, medication changes, self-harm risk, suicide risk, or psychiatric emergencies.

RELIEF encourages users to seek support from qualified mental-health professionals whenever:

- emotional distress becomes persistent or severe,
- symptoms interfere with daily functioning,
- self-help methods appear insufficient,
- thoughts of self-harm or suicide occur,
- psychotic symptoms or behavioural deterioration emerge,
- or urgent professional intervention may be required.

Where indicators of elevated distress or suicide vulnerability are identified through psychometric screening, self-reporting, behavioural indicators, or AI interaction patterns, the system may generate supportive prompts, escalation recommendations, crisis-support options, or referral suggestions encouraging users to seek human assistance.

RELIEF includes wellness and psychometric tools intended for preventive emotional-health screening and self-reflection. Screening scores and emotional-risk indicators are not definitive diagnoses and should not be interpreted as confirmation of any psychiatric condition. Diagnostic terminology, where used, is presented cautiously and does not replace comprehensive clinical evaluation by qualified professionals.

The platform may include:

- wellness programs,
- resilience-building modules,
- stress-management exercises,
- psychoeducational content,
- emotional self-help tools,
- tele-support pathways,
- counselling access,
- and symptom-tracking features.

These resources are intended to support emotional well-being and should be used responsibly and appropriately.

Users experiencing severe emotional distress, suicidal thoughts, self-harm risk, psychosis, medical emergencies, or crisis situations should immediately contact:

- emergency services,
- crisis helplines,
- nearby hospitals,
- licensed psychiatrists,
- psychologists,
- or qualified mental-health professionals.

RELIEF is not an emergency-response service and may not provide real-time crisis intervention.

The platform is designed with strong commitment to:

- confidentiality,
- privacy,
- informed consent,
- ethical governance,
- secure data management,
- and responsible digital mental-health practices.

All user data are handled in accordance with applicable legal, ethical, and data-protection standards, including principles of data minimization, secure storage, encryption, informed consent, and controlled access. Users may review privacy policies, data practices, consent mechanisms, and account-deletion procedures within the platform.

RELIEF incorporates mental-health professionals, scientific review processes, psychometric validation studies, and expert consultations in development and review of platform content and systems. However, emotional responses and mental-health outcomes may vary between individuals, and no guarantee is made regarding specific emotional, therapeutic, educational, or clinical outcomes from use of the platform.

Users are advised to use the platform responsibly and as an adjunct to — not a replacement for — professional care and real-world human support systems. The platform discourages emotional overdependence on AI interactions and encourages healthy engagement with family, peers, counsellors, teachers, and mental-health professionals.

By accessing or using RELIEF, users acknowledge that they understand the scope, limitations, and intended purpose of the platform and agree to use the services responsibly and in accordance with applicable terms, ethical standards, and safety recommendations.