

## Self-care Bot Consent Form

**TITLE:** Randomized Controlled Trial of a Bot-based Self-help Program

**PROTOCOL NO.:** FRCB-2020  
IRB Protocol #20202243

**SPONSOR:** Meta Platforms, Inc. (“Meta”)

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### STUDY-RELATED

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*You will now be given access to Zenny by Meta AI, a messaging self-care bot run by Meta Artificial Intelligence (AI). Please carefully review the following information and click the consent button at the end to signify your agreement to this form and to start interacting with the bot.*

**Zenny by Meta AI will send you daily messages via WhatsApp. As you will be communicating with Meta, Meta will have access to your responses to questions Zenny asked you and the content of any messages that you sent Zenny.**

### Meta’s Collection, Use and Sharing of Your Information

The information that Meta collects when you chat with Zenny by Meta AI includes:

- your phone number
- the content of your messages with Zenny, including your responses to questions
- information about your interactions with Zenny, such as the number of days chatted with Zenny, the number of messages exchanged, the number of characters typed in your messages, time spent talking to Zenny and the number of sessions started and completed
- Summarized engagement data with Zenny, including:
  - numerical data about how you’ve engaged with the bot, such as number of days chatted with the bot, number of messages exchanged, number of characters typed in free-text entry messages, time spent talking to the bot, and number of sessions you started and completed;
  - content you have viewed, such as the self-care modules started and completed;

- your feedback and satisfaction data, such as the scores you may have given at the end of each self-care module and any free-form feedback you may have entered; and
- your free-text responses you have provided in response to questions asked by the bot, in de-identified form and not linked to specific participants.

Meta will share summarized engagement data with the University of Klagenfurt as part of the Well study. Meta may use the information it collects to improve Zenny and for research purposes. The conversations with Zenny will only be seen by the research team developing Zenny, and will only be used to conduct the Well study and to improve Zenny. They will not be used for ads targeting, or otherwise shared with other teams at Meta. Information collected by Meta is additionally subject to Meta's Terms of Service and Data Policy located at (<https://www.facebook.com/terms>; <https://www.facebook.com/policy>).

**To the extent there is a conflict between this consent form and the Meta Data Policy or Terms of Service, this consent form governs.**

**NOT A SUBSTITUTE FOR MEDICAL ADVICE.** Zenny is not intended to be a substitute for professional medical advice, diagnosis, or treatment. **Zenny is not intended to provide therapy, diagnosis or treatment for a medical condition.** Always seek the advice of your physician or other health provider with any questions you may have regarding a medical condition. **While you may get access to certain general medical information or wellness tips in messages, Zenny cannot and is not intended to provide medical advice, mental health services, or other professional services.**

By clicking the consent button, you consent to Meta collecting, retaining, using and sharing your information as described above.

**Consent**

**Do Not Consent**