

STEPHX

TERMS AND CONDITIONS

Version 1.0

Effective Date: 1 June 2026

1. INTRODUCTION

Welcome to StephX.

These Terms and Conditions govern your access to and use of the StephX website, progressive web application, software platform, therapist dashboard, client dashboard, artificial intelligence features, documentation, and related services (together, the “Platform”).

By creating an account, accessing, or using StephX, you agree to be bound by these Terms.

If you do not agree to these Terms, you must not use StephX.

2. PARTIES

StephX is owned and operated by:

Andrew James Baartz

(“StephX”, “we”, “us”, or “our”)

In these Terms:

“Client” means a user accessing StephX for personal therapy preparation or narrative organisation.

“Therapist” means a verified professional approved by StephX.

“User” means any person using StephX.

3. PURPOSE OF STEPHX

StephX is a secure, client-controlled narrative assembly and therapy-preparation platform.

StephX is designed to assist clients in organising memories, experiences, emotions, beliefs, questions, body sensations, reflections, and related information that may be relevant to therapeutic discussion.

StephX supports preparation, organisation, reflection, and communication.

StephX does not replace therapy.

4. WHAT STEPHX IS NOT

StephX is not:

- A therapist.
- A psychologist.
- A counsellor.
- A psychiatrist.
- A doctor.
- A crisis service.
- An emergency service.
- A diagnostic tool.
- A treatment system.
- A medical device.
- An EMDR treatment platform.
- A mental health assessment tool.

StephX does not:

- Diagnose conditions.
- Provide treatment.
- Provide medical advice.
- Provide psychological advice.
- Conduct therapy.
- Replace professional judgement.
- Determine factual truth.
- Determine memory accuracy.

All clinical responsibility remains with the treating therapist.

5. ELIGIBILITY

You must be at least eighteen (18) years of age to use StephX.

By creating an account, you represent that:

- You are at least 18 years old.
- The information you provide is accurate.
- You have legal capacity to enter into these Terms.

StephX is not currently intended for use by minors.

6. THERAPIST ACCOUNTS

Therapist accounts are available only to verified professionals approved by StephX.

StephX may require evidence of:

- Professional registration.
- Professional accreditation.
- Professional membership.
- Professional indemnity insurance.
- Professional qualifications.

StephX may approve, reject, suspend, or revoke therapist verification at its discretion.

Verification confirms only that supplied credentials have been reviewed.

Verification is not an endorsement of clinical competence.

7. CLIENT ACCOUNTS

Clients may create accounts directly or through invitation by a verified therapist.

Clients remain responsible for:

- Maintaining account security.
- Protecting passwords.

- Keeping account information current.
 - Managing sharing permissions.
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8. CLIENT CONTROL PRINCIPLE

Client control is a foundational principle of StephX.

Unless otherwise stated:

- New content is private by default.
- Clients control sharing permissions.
- Clients choose what is shared.
- Clients choose what remains private.
- Clients decide what information is ready for discussion.

Therapists may only access information that clients choose to share or otherwise authorise.

9. OWNERSHIP OF CONTENT

Users retain ownership of content they create and upload to StephX.

This includes:

- Story cards.
- Notes.
- Reflections.
- Session preparation materials.
- Questions.
- Symbols.
- Tags.
- Narrative content.
- Other user-generated content.

Users grant StephX a limited licence to store, process, back up, transmit, secure, and display such content solely for the purpose of operating and improving the Platform.

StephX does not acquire ownership of user content.

10. AI FEATURES

AI functionality within StephX is optional.

AI is activated only when a user deliberately chooses to use an AI feature.

AI may assist with:

- Organising information.
- Preparing summaries.
- Suggesting themes.
- Suggesting categories.
- Assisting navigation of content.

AI outputs:

- Are suggestions only.
- May be inaccurate.
- May be incomplete.
- May be misleading.
- Are not clinical opinions.
- Are not diagnoses.
- Are not treatment recommendations.

Users remain responsible for reviewing AI-generated content.

11. SAFETY AND EMERGENCIES

StephX is not monitored as a crisis service.

StephX is not suitable for:

- Emergency situations.
- Suicide intervention.
- Crisis counselling.
- Immediate safety planning.
- Urgent mental health support.

If you are in immediate danger or require urgent assistance, contact appropriate emergency services or professional support immediately.

12. ACCEPTABLE USE

Users must use StephX lawfully and responsibly.

Users must not:

- Use StephX for unlawful purposes.
 - Attempt to access another user's private information.
 - Circumvent security controls.
 - Upload malicious software.
 - Harass or abuse others.
 - Use StephX as a substitute for professional care.
 - Use AI features as clinical advice.
 - Misrepresent their professional qualifications.
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13. PRIVACY

StephX is committed to protecting privacy.

We do not sell client data.

We do not sell therapist data.

We do not permit advertising access to user content.

We may use aggregated and de-identified information to:

- Improve platform performance.
- Improve safety systems.
- Improve usability.
- Improve therapist workflows.
- Improve client workflows.

Further details are contained in the StephX Privacy Policy.

14. INTELLECTUAL PROPERTY

StephX and all associated software, designs, workflows, documentation, branding, interfaces, and technology remain the property of Andrew James Baartz or his licensors.

Nothing in these Terms transfers ownership of StephX intellectual property to any user.

15. PLATFORM AVAILABILITY

We aim to provide a reliable service.

However, StephX may be unavailable due to:

- Maintenance.
- Security updates.
- Technical failures.
- Third-party outages.
- Events beyond our reasonable control.

We do not guarantee uninterrupted availability.

16. SUSPENSION OR TERMINATION

Users may cease using StephX at any time.

StephX may suspend or terminate accounts where:

- These Terms are breached.

- Security risks arise.
- Credentials are misrepresented.
- Unlawful conduct occurs.
- User behaviour threatens platform integrity or safety.

Where appropriate, reasonable notice will be provided.

17. LIABILITY

To the maximum extent permitted by law:

StephX is provided on an “as available” basis.

We do not guarantee:

- Therapeutic outcomes.
- Clinical outcomes.
- Accuracy of AI outputs.
- Continuous availability.

Nothing in these Terms excludes rights that cannot lawfully be excluded under applicable law.

18. CHANGES TO THESE TERMS

We may update these Terms from time to time.

Updated versions will be published within StephX and on associated websites.

Continued use of StephX after publication of updated Terms constitutes acceptance of those changes.

19. GOVERNING LAW

These Terms are governed by the laws of New Zealand.

The parties submit to the non-exclusive jurisdiction of the courts of New Zealand.

20. CONTACT

Questions regarding these Terms may be directed to:

Andrew James Baartz

StephX

support@stephx.app

By creating an account or using StephX, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

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