

Your Still Space - Terms of Service

Effective Date: July 2026

These Organization Terms of Service ("Terms") govern the use of the Your Still Space platform by organizations that create and maintain an administrative account ("Organization," "you," or "your"). By creating an account, accessing the platform, or using any Your Still Space services, you acknowledge that you have read, understood, and agree to be bound by these Terms.

1. Purpose of the Platform

Your Still Space is a secure, AI-supported emotional support platform designed to help organizations extend access to anonymous emotional support before, between, and alongside their existing services. The platform is intended to complement, not replace, the work of professionals, peer supporters, outreach workers, clinicians, or other support services.

2. Eligibility

By registering an account, you represent and warrant that:

- You are at least eighteen (18) years of age.
- You are authorized to act on behalf of your organization.
- You have authority to enter into legally binding agreements.
- All registration information is accurate and complete.
- You will keep organizational information current.

3. Organization Responsibilities

Your organization agrees to:

- Maintain accurate account information.
- Protect administrator usernames and passwords.
- Restrict access to authorized personnel.
- Notify Your Still Space immediately of any unauthorized access.
- Use the platform only for lawful purposes.
- Comply with all applicable laws and regulations.
- Ensure internal users comply with these Terms.

4. Nature of the Service

Your Still Space provides AI-assisted emotional support conversations intended to encourage reflection, emotional awareness, and connection to appropriate support.

The platform may assist users by:

- providing supportive conversation;
- encouraging self-reflection;
- offering coping strategies and grounding techniques;
- helping users identify emotions;
- encouraging connection to existing supports.

The platform does not:

- diagnose physical or mental health conditions;
- provide psychotherapy;
- replace counselling;

- provide legal advice;
- provide financial advice;
- prescribe medication;
- provide medical treatment;
- replace emergency services.

5. Crisis and Safety

Your Still Space includes automated safety measures intended to identify conversations that may indicate elevated emotional risk.

Where appropriate, the platform may encourage users to:

- contact emergency services;
- contact a crisis line;
- seek assistance from trusted individuals;
- reconnect with healthcare or community services.

Organizations acknowledge that:

- AI cannot detect every crisis situation.
- No automated system can guarantee user safety.
- Your Still Space is not an emergency response service.
- Organizations remain responsible for their own safety policies and procedures.

6. Anonymous User Conversations

Your Still Space is intentionally designed to support anonymous users.

Organizations acknowledge that:

- users generally remain anonymous;
- conversations are not intended to become clinical records;
- administrative users cannot access identifying information unless voluntarily disclosed by users;
- anonymity is a core design principle of the platform.

7. Administrative Dashboard

Organizations may receive access to administrative dashboards containing aggregated, non-identifying information including:

- conversation volume;
- emotional trends;
- engagement metrics;
- helpfulness ratings;
- platform utilization;
- organizational reports;
- other program analytics.

These reports are intended solely to support organizational planning, quality improvement, and program evaluation.

8. Acceptable Use

Organizations agree not to:

- misuse the platform;
- interfere with platform operation;
- attempt unauthorized access;
- reverse engineer the software;
- circumvent security measures;

- upload malicious software;
- engage in unlawful activity;
- knowingly use the platform in a manner that could harm users or other organizations.

9. Intellectual Property

All software, workflows, AI prompts, dashboards, graphics, reports, documentation, branding, logos, source code, and related intellectual property remain the exclusive property of Your Still Space or its licensors.

Your organization receives a limited, non-exclusive, non-transferable, revocable license to use the platform during an active subscription.

No ownership rights are transferred.

10. Availability

Your Still Space will use commercially reasonable efforts to provide a secure and reliable platform. However, uninterrupted operation cannot be guaranteed.

Maintenance, updates, internet disruptions, cloud service interruptions, cybersecurity events, and third-party failures may temporarily affect availability.

11. Fees and Subscription

Organizations agree to pay all applicable subscription fees according to their selected service plan.

Unless otherwise agreed:

- subscriptions automatically renew;
- invoices are payable according to agreed payment terms;
- overdue accounts may result in suspension or termination of service.

12. Data Ownership

Organizations retain ownership of organizational information uploaded to the platform.

Your Still Space retains ownership of:

- software;
- AI systems;
- workflows;
- prompts;
- system architecture;
- aggregated and de-identified analytics;
- intellectual property.

13. Privacy

Use of the platform is governed by the Your Still Space Privacy Policy.

Organizations acknowledge that they have reviewed the Privacy Policy and are responsible for ensuring their own compliance with applicable privacy legislation.

14. Confidentiality

Both parties agree to protect confidential information disclosed during the business relationship.

Confidential information shall not be disclosed except:

- with written permission;
- where required by law;
- where necessary to provide the services.

15. Disclaimer

The platform is provided on an "as is" and "as available" basis.

While Your Still Space strives to provide helpful, safe, and reliable services, it does not guarantee:

- uninterrupted service;
- uninterrupted availability;
- error-free operation;
- successful outcomes;
- suitability for every individual.

Organizations remain responsible for all professional decisions and services.

16. Limitation of Liability

To the fullest extent permitted by law, Your Still Space shall not be liable for:

- indirect damages;
- consequential damages;
- incidental damages;
- loss of profits;
- loss of goodwill;
- interruption of business;
- loss of data;
- decisions made by users;
- actions of third parties.

Total liability shall not exceed the subscription fees paid by the organization during the twelve (12) months preceding the claim.

17. Indemnification

The organization agrees to indemnify and hold harmless Your Still Space, its directors, employees, contractors, affiliates, and partners from claims arising out of:

- misuse of the platform;
- breach of these Terms;
- violation of applicable law;
- infringement of third-party rights.

18. Suspension or Termination

Your Still Space may suspend or terminate access if:

- these Terms are violated;
- subscription payments remain outstanding;
- the platform is used unlawfully;
- continued access creates security or operational risk.

Organizations may terminate their subscription according to the applicable subscription agreement.

19. Changes to these Terms

Your Still Space may update these Terms periodically.

Material changes will be communicated through the platform or by email.

Continued use of the platform following publication of updated Terms constitutes acceptance of those changes.

20. Governing Law

These Terms are governed by the laws of the Province of British Columbia and the applicable laws of Canada.

Any legal proceedings shall be brought before the courts of British Columbia.

21. Contact Information

Questions regarding these Terms may be directed to:

Your Still Space

Email: support@yourstillspace.com

Website: www.yourstillspace.com

22. Artificial Intelligence Transparency

Your Still Space uses artificial intelligence to generate supportive responses.

Organizations acknowledge and agree that:

- responses are generated by AI;
- responses are not reviewed in real time by licensed professionals;
- AI-generated responses are intended solely for supportive and informational purposes;
- responses should not be interpreted as medical, psychological, psychiatric, legal, financial, or other professional advice.

Organizations remain responsible for their own professional judgment and services.

23. Healthcare Disclaimer

Your Still Space is not a healthcare provider.

Unless expressly stated in a separate written agreement, the platform is not:

- a regulated healthcare service;
- a medical device;
- a clinical decision support system;
- an electronic medical record;
- a clinical documentation system;
- a replacement for licensed healthcare professionals.

The platform is designed solely to complement existing support systems.

24. Acceptable Organizational Content

Organizations may upload content including:

- organizational messaging;
- resource links;
- educational materials;
- support information;
- branding assets.

Organizations represent that they own or have permission to use all uploaded content.

Organizations agree not to upload content that:

- infringes intellectual property rights;
- violates applicable laws;
- contains malicious software;
- promotes illegal activity;
- is defamatory, discriminatory, or abusive;
- violates privacy rights.

Organizations remain solely responsible for all uploaded content.

25. Service Level Expectations

Your Still Space is designed to provide a secure and highly available service.

Unless covered by a separate written Service Level Agreement (SLA), Your Still Space does not guarantee:

- uninterrupted uptime;
- continuous availability;
- uninterrupted functionality;
- immediate issue resolution.

Availability may be affected by:

- maintenance;
- upgrades;
- cloud provider outages;
- internet failures;
- cybersecurity incidents;
- third-party services;
- circumstances beyond reasonable control.

26. Beta Features

Your Still Space may periodically release beta, preview, pilot, or experimental features.

Organizations understand that beta features:

- may change without notice;
- may contain defects;
- may not function as intended;
- may be modified or discontinued;
- may not be supported in future releases.

Use of beta features is voluntary and at the organization's own risk.

27. Force Majeure

Neither party shall be liable for delays or failures caused by circumstances beyond its reasonable control.

Examples include:

- natural disasters;
- fires;
- floods;
- pandemics;
- war;
- terrorism;
- civil unrest;
- labour disputes;
- government actions;
- internet outages;
- cloud infrastructure failures;
- cyberattacks;
- power failures;
- telecommunications failures.

Affected obligations shall be suspended for the duration of the event.

28. Entire Agreement

These Terms, together with the Privacy Policy and any executed subscription agreement, order form, or service agreement, constitute the complete agreement between the parties regarding the use of the platform.

They supersede all prior discussions, proposals, negotiations, and understandings relating to the services.

29. Severability

If any provision of these Terms is found to be invalid, illegal, or unenforceable, the remaining provisions shall continue in full force and effect.

The invalid provision shall be interpreted, where possible, to most closely reflect the original intent while remaining enforceable.

30. Regulatory Compliance

Your Still Space is designed to support organizations in a manner consistent with recognized privacy, security, and ethical principles.

However, each organization remains solely responsible for:

- complying with all applicable laws and regulations;
- meeting professional licensing requirements;
- complying with funding agreements;
- complying with industry standards;
- maintaining internal governance;
- fulfilling its legal, ethical, fiduciary, and clinical responsibilities.

Use of the platform does not transfer or replace any organizational legal, regulatory, professional, or clinical obligations.

Acceptance of Terms

By selecting "**I agree to the Terms of Service**" and creating an organizational account, you confirm that:

- You have read these Terms of Service.
- You understand these Terms of Service.
- You are authorized to bind your organization.
- Your organization agrees to comply with these Terms.
- Your organization agrees to the Your Still Space Privacy Policy.
- Your organization acknowledges that Your Still Space is an AI-supported emotional support platform designed to complement, not replace, existing human services.

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