

FAQs

What is Haruki?

Proactive Resilience for First Responders, Haruki combines scenario-based training with real-time conversational & confidential mental health support.

Haruki's AI uses a combination of rule based algorithms and large language modelling to listen and respond intelligently to the thoughts and emotions that you express. Different institutional partners use different versions of Haruki. Some offer primarily rule-based chat experiences, while others provide a combination of rule-based and LLM-powered chats. As well as listening and responding through conversation, Haruki also recommends skills and techniques that may be helpful for the particular difficulty that you are experiencing. These skills are evidence-based and aim to help you improve your mental resilience and well-being.

What is the intended use statement for the Haruki app?

The Haruki app is a stand alone software application available on Android, IOS or over the web for the self-help and self-monitoring of mental wellbeing by individuals.

The Haruki App is an interactive AI-powered space to explore thoughts and feelings, and learn skills and techniques to help manage emotional wellbeing using tools designed by our clinical team. Haruki prompts with structured questions that encourage deeper self-understanding and emotional processing, guiding you to reflect on key themes to help make sense of what's happening in your life in a safe, supportive environment. The platform is built around two central features:

- Haruki's conversational space: This helps strengthen self-reflection and emotional insight, giving you an empowered and active role in your own wellbeing.
- Haruki's care library: This is a collection of interactive, evidence-based exercises designed to help manage a wide range of emotions, thoughts and life events.

Haruki App is intended for use as emotional wellbeing support by individuals aged 13+ (or 11+ if agreed by the Institution or the age agreed by a Children and Young People (CYP) Institution). It is not a substitute for professional medical advice, and does not provide medical advice or diagnoses. It is also not recommended for use in crisis situations, nor is it suitable for use by those with severe and enduring mental health problems.

Is Haruki a human or a robot?

All the conversational responses provided by Haruki are AI powered. You are interacting with an AI software when using our AI services, and not a person. The Software cannot replace care from a qualified health professional. AI does not replace human judgement and is intended solely as a support tool.

In some institutional versions, conversation responses are powered through rule based algorithms, whereas in other cases, responses are a mix of rule based algorithm and LLM prompts. Our premium service also offers human AV or text based coaching support in some locations, at an additional cost.

Who is Haruki designed to help? Are there situations where Haruki wouldn't be recommended?

Haruki is designed to help people over the age of 13 (or 11+ if agreed by the provider) who are experiencing low mood, stress or anxiety, or who are interested in improving their wellbeing and emotional resilience. Haruki is not recommended for crisis situations, nor is it suitable for use by those with severe and enduring mental health problems.

Can I use Haruki if I have a physical health problem or medical condition?

If you have a physical health problem or a diagnosed medical condition, please consult a qualified healthcare professional before making any major changes in levels of physical activity. If you are unsure about whether or not to engage with the physical activity based exercises within Haruki because of the impact that doing so may have on your condition, please consult a health professional for their advice before proceeding.

How can Haruki help me?

Haruki can help you by listening, whenever and wherever you are, and by helping you to identify and practice proven skills and behavioral change techniques that can lead to improvements in how you feel.

Is there an age limit?

We have users from all age groups. However, if you are less than 18 years of age, please read through the Terms of Service and Privacy Policy along with your parent or legal guardian to understand eligibility before use. Haruki is not to be used by children under 13 years (11+ if agreed by your Institution or care providers).

What is the science behind the suggested techniques?

The skills and techniques offered by Haruki are evidenced for effective use in the management of common mental health problems such as low mood and anxiety. Tools included within the applications include those based on Cognitive Behavior Therapy, Family Systems, Solution-Focused Therapy, and Mindfulness. Some skills are practiced through audio recordings, others through conversations with Haruki, and all content is clinically approved and tested prior to release.

What is an institution version of Haruki?

Haruki has partnerships with several institutions (eg employers, schools, universities, insurance companies, etc). If this applies to you, you will be made aware of it during your first conversation with Haruki. If you have access to Haruki through an organization, you will automatically have access to the premium version at no cost. The partnership may also include access to human coaching. Whether or not you access Haruki through one of our partners or not, our commitment to your privacy stays the same. As an Institutional user, some population-level trend data may be shared with the organization.

Is Haruki designed along app design standards and accessibility guidelines?

We align to WCAG requirements (Web Content Accessibility Guidelines), including:

- Providing contrast between foreground and background
- Providing clear and consistent navigation options so that the different parts of our app/web page are easy to locate and identify
- Using headings and spacing to group related content, reducing clutter and making it easier to scan and understand
- Creating designs for different viewport sizes, making it easier to read and navigate content on different screen sizes.

Haruki's Statement on User Feedback

Haruki's ethos is that everybody should have access to quality wellbeing support in a way that suits them, and we work closely with users from all over the world to ensure Haruki incorporates and reflects the views and needs of a variety of people. From clinical professionals to everyday members of the public we take your feedback very seriously and use it to help our product grow. We use in-app and app store feedback to guide changes

and improvements to our products, and we set up specialist co-design groups to help us support our research projects.

Is my data private?

Yes. Haruki does not request Your Personal Data and all conversations with Haruki's AI and/or human coaches are private and not shared with anyone. Please do not share any personal data that directly or indirectly identifies you at any time during your use of any of our services, if you inadvertently submit any Personally Identifiable Information (including but not limited to email identifier, location address, mobile numbers) via text messages, then we will irreversibly redact it from our system within 24 hours.

If you use Haruki within our partner ecosystem, then anonymized and summarized information may be exchanged; however the details of your specific conversations are never shared with any external parties outside Haruki, including any partners.

Do I have to use real names?

No, you don't have to use your real name - you can use a dummy name or a nickname.

Who can read and use my messages?

Only Haruki. The Haruki team occasionally uses some anonymized messages to train Haruki's AI to help improve its ability to have conversations.

How will my conversations and responses to assessments be used?

Your conversations and assessment responses are anonymous and never processed to form a diagnostic opinion nor for any medical purposes or for giving clinical advice. Please read our Privacy Policy to understand more about how your data is handled.

What security measures are taken to keep my data safe?

Haruki uses industry-standard safeguards to prevent unauthorized access to your data. We encrypt all data provided by you using strong TLS encryption protocols and transmitted securely from your mobile device to our servers. Your data is also encrypted within our storage servers using strong industry-compliant AES-256 encryption protocols. Our servers are hosted and managed by industry leaders in the provision of cloud hosting services who have stringent GDPR and HIPAA-compliant security programs and controls. We maintain service level and Data Protection agreements with our hosting partners.

If using Haruki on the phone, you can set a PIN from the settings inside the Haruki app to ensure only you see your chats with Haruki.

Can I access my past conversations with Haruki?

Yes, your conversations with Haruki can be accessed at any time from the "Journey" tab in your app.

I've switched to a new phone, how do I move my data from the old to the new phone?

We can help you migrate without any cost. Please write to us at support@Harukihealth.com to know more.

How do I delete my data?

You can at any point of time, delete all your provided data by using the "reset my data" feature available in the Haruki App settings. Please be aware that post reset, all your data will be deleted from our servers and cannot be recovered.

Who do I contact if I have additional questions, concerns or complaints?

You can read our Privacy Policy, and if you still need to talk to the Haruki team, please send us an email at support@Harukihealth.com.