

Terms of Use

Latest Revised Date: Jun 1, 2026

These Terms of Use (the “Terms”) outline the rules and restrictions that govern your use of the Services. By accessing or using our websites, products, services, and applications (collectively, the “Services”), you as a “User” agree to be bound by our Terms.

‘CSS Sidekick App’, ‘CSS’, ‘we’, ‘our’, ‘us’ means Consumer Satisfaction Services, Inc.

By using any part of our Services, you enter a legally binding contract with us. If you do not agree to these Terms, please do not use our Services.

Our Terms might be changed over time as we are always working to make our Services better. These updates may be tied to new features, improvements, or necessary limitations.

We will inform you promptly of any changes. If the updates are significant and materially impact your experience, we will notify you via push notifications in the app or by email.

As we do care about your privacy, please find time to also go through our Privacy Policy.

CSS Sidekick App Services

We have developed our Services to provide you with the informational support for general wellness purposes. The CSS Sidekick App is a safe space for your thoughts and reflections. Our main functionality is a conversation with an AI chatbot and delivery of personalised content.

Please keep in mind that:

1. Although our AI model and the training facilities are built with the help of certified professionals, the CSS Sidekick App cannot deliver any medical advice. The CSS Sidekick App is not a medical application.
2. The CSS Sidekick App cannot diagnose or verify any disease or illness, even if some functions may pinpoint some symptoms.
3. You should validate each medically diagnosed mental illness or disorder with a physician, as well as get appropriate medical care or mental health services. We strongly encourage you to consult a specialist if needed. Please do not substitute your medical prescriptions or professional recommendations solely with our Services. You can continue using the CSS Sidekick App while receiving care from a medical specialist. However, the CSS Sidekick App cannot solely replace any certified mental health care practitioner, as the CSS Sidekick App cannot provide you with medical information.
4. **The CSS Sidekick App is NOT intended for emergencies.** If you are experiencing a mental health crisis where you are at risk of harming yourself or others, or if you are in immediate danger, please call 988.

5. **Although we took all reasonable efforts to train our AI chatbot on verified data, our services are not 100% correct in all its suggestions and answers. We provide exclusively non-medical services and cannot replace professional medical care from a doctor, psychologist, psychotherapist, or other qualified specialist. Nonetheless, the CSS Sidekick App's Services may be used as complementary to professional medical care, but never as a replacement for it.**

Subscription Status and Billing Plans

Your subscription to the CSS Sidekick App is complimentary through CSS.

How CSS Uses Your Personal Information

Any Content you post, upload, share, store, or otherwise provide us through using the Services constitutes your “**User Submission**”. This includes text messages, submission of questionnaires or in-depth interviews on the previously prepared questions, including user development interview input, screenshots, comments, feedback messages, and any other materials you make available through the Services.

You retain ownership of your User Submissions. We do not claim ownership of the Content you create and share through our Services. However, by using our Services, you grant us certain limited rights in the form of a non-exclusive, worldwide, royalty-free, transferable, and sublicensable license to:

1. use, reproduce, and store your User Submissions to provide and operate our Services;
2. modify and adapt your User Submissions for technical purposes (such as ensuring compatibility across different devices and platforms);
3. display your User Submissions back to you and provide related functionality;
4. translate your User Submissions when necessary for Services operation;
5. create derivative works solely for the purpose of providing and improving our Services on the basis of previously anonymised data.

Find more about User Submissions from the personal data perspective in our Privacy Policy.

User Submissions made within your personal account are private and will only be viewable by you, unless you decide to share them externally (at your own risk).

The license you grant us continues for as long as you stay with the CSS Sidekick App. When you delete your account or remove specific User Submissions, such as deletion of the chat history, we will stop displaying that Content to you. Please, keep in mind that some User Submissions may not be immediately or completely removed due to technical limitations such as the 30-day period we grant each user before the inevitable account deletion.

Your data will be processed in line with our Privacy Policy.

Termination Of This Agreement

We will immediately react if someone infringes the intellectual property rights, posing a risk to our infrastructure and Services functioning overall.

If you violate any of the following rules, we may terminate your account:

1. do not share your account access with others or allow multiple people to use a single account;
2. do not impersonate other individuals while using our Services;
3. do not copy, reproduce, or redistribute our proprietary Content (as defined below), including but not limited to text, graphics, software code, and user interface designs;
4. do not upload, share, or distribute Content that violates copyright laws or infringes on the intellectual property rights of others;
5. do not use our Services or Content for the creation of competing services;
6. do not use our Services or Content for commercial purposes without proper licensing agreements;
7. do not sell, distribute, or monetise data obtained from our Services, including your exported conversations or personalised content;
8. do not use our trademarks, logos, or brand names without explicit written permission;
9. do not interfere with, disrupt, or attempt to gain unauthorised access to our servers, networks, or technical infrastructure;
10. do not attempt to reverse engineer, decompile, or extract source code from our mobile applications on iOS or Android platforms;
11. do not upload, transmit, or distribute viruses, malware, or any other harmful code while interacting with our Services;
12. do not use automated tools or scripts to extract large amounts of data from our Services beyond the intended export functionalities of the chats or personalised content;
13. do not use our Services to facilitate, promote, or engage in any illegal activities;
14. do not attempt to exploit bugs, vulnerabilities, or unintended features in our mobile applications or their associated back-end services.

We do not moderate or contextually validate the conversations between you and AI in your chat. However, we take technical threats to our Services seriously and will react promptly. Upon detection of violations that threaten our Services, including unauthorised access, system interference, intellectual property violations, malicious software distribution, or Services exploitation, as well as other clauses in this section, your account may be immediately suspended or terminated. We may also block access from specific devices or networks, and depending on the consequences, we may pursue legal action for damages caused by technical interference.

Other Important Terms

All materials available on or through our Services including texts, graphics, data, articles or audio accompaniment of the articles, images, illustrations, podcasts, and other recorded passages (collectively, the “Content”), – are protected by copyright and other intellectual property laws. You

agree to respect all applicable copyright notices, trademark guidelines, and restrictions associated with the Content you access through our Services.

While using our Services, you are not permitted to take, copy, change, share publicly, sell, or use our Content in ways that violate these legal protections, unless you have proper authorisation, such as express consent or a valid license. Specifically, you may not:

1. reproduce or distribute our Content for commercial purposes;
2. use our Content for business or financial gain without permission;
3. alter or modify our Content in any way;
4. create derivative works based on our protected Content;
5. share, transmit, or broadcast our Content through external channels.

We own and control the Services and their underlying technologies. You agree not to interfere with the functionality of our Services across any device, platform, app, or environment, nor attempt to use them in unauthorised ways. Specifically, you may not:

1. reverse-engineer or attempt to extract proprietary technology from our Services;
2. sell, lease, or otherwise transfer access to our Services;
3. use our materials to create competing products or services.

Even though some features allow copying, exporting, or saving certain Content, these functionalities do not waive your legal obligations regarding authorised use.

If you believe that any copyrighted Content has been used without proper authorisation on our Services, you may submit a copyright infringement report at info@css-pa.org ideally with detailed information about the copyrighted Content, including evidence of ownership and the specific location where it was used. We will review the report promptly and take appropriate action in accordance with the applicable laws and our policies.

Limitations of Liability

The CSS Sidekick App may include links to external materials and third party resources or general well-being that are not created by us, and for which we assume there is no ownership. Such Content is created artificially, but with the developers' validation. We want to inform you that **The CSS Sidekick App is not accountable for the accuracy of the information or Content within these materials, nor for any harm they may cause.** It is important to critically digest AI-generated Content, so we encourage you to be cautious.

CSS along with our affiliates, employees, agents, and partners, is not liable for any damages or losses, regardless of the legal basis—including negligence, misrepresentation, contract, or strict liability. This includes:

1. **Indirect or Consequential Damages:** loss of profits, goodwill, business interruptions, computer failures, inaccuracies of results, or any other indirect, special, incidental, punitive, or consequential damages.

2. **Unauthorised Access & Security Risks:** we are not responsible for damages, losses, or injuries resulting from unauthorised access, hacking, or similar security-related incidents.
3. **User Responsibility:** you acknowledge and agree that your access to and use of our Services is entirely at your own risk. You are solely responsible for any damage to your computing system or loss of data resulting from your use of the Services.
4. **Reliance on the CSS Sidekick App for non medical Services:** we are not liable for health outcomes or decisions based on our informational Services aimed for general mental health or wellness purposes.

You agree to defend, indemnify, and hold harmless CSS and any of our contractors and employees from any claims, damages, losses, costs, expenses, and liabilities arising from:

1. your activities on our Services;
2. any information you submit or upload through our Services;
3. your violation or breach of these Terms.

General

1. If any court or competent authority decides that any provision of these Terms is invalid, unlawful, or unenforceable, the term will, to that extent only, be severed, and the remaining terms will continue to be valid. We reserve the right to amend these Terms from time to time and will notify you of significant changes.
2. These Terms and any dispute arising from them will be governed by United States law and subject to the jurisdiction of the courts of the United States.