Therapy withVR

Acceptable Use Policy

Version	1.0.0
Effective date	30 days after notice is sent to existing users
Company	withVR BV
Registered address	Meulesteedsesteenweg 194 bus 204, Ghent 9000, Belgium
VAT / company number	BE-0790.909.294
Governing law	Belgian law
Jurisdiction	Courts of Ghent, Belgium
Contact	hello@withvr.app | legal@withvr.app

This Acceptable Use Policy ("AUP") sets out the permitted and prohibited uses of the Therapy withVR platform, including the Web App and the VR App on Meta Quest headsets (collectively, the "Platform").

This AUP forms part of the withVR Terms of Service and End User License Agreement. By accessing or using the Platform, you agree to comply with this AUP. In the event of a conflict between this AUP and the Terms of Service or EULA, the Terms of Service governs.

References to "you" include individual users and, where applicable, the organization on whose behalf you are using the Platform.

1. Purpose of the Platform

Therapy withVR is designed for use by speech-language professionals, educators, and researchers for communication training, practice, and research. The following describes the intended use:

Permitted uses

- Running virtual reality sessions to support communication practice with clients, students, or research participants under professional supervision
- Creating and managing session scenarios for use in speech-language therapy, education, or research
- Using the platform's AI features to generate scenario content in support of communication sessions
- Exporting session logs for professional record-keeping purposes
- Using the platform in research in accordance with the withVR Research Agreement
- Using the platform in educational settings in accordance with the withVR Educational Use Policy

What Therapy withVR is: Therapy withVR is a customizable virtual reality tool. It does not provide therapy, clinical assessment, diagnosis, or treatment. It is not a medical device. All clinical, educational, and research decisions remain the sole responsibility of the supervising professional.

2. Data and Privacy Rules

The following rules apply to all data entered into or processed through the Platform:

Required - you must:

- Use pseudonyms, initials, or reference codes for profile labels rather than real client or student names
- Ensure that the individuals you work with are appropriately informed of AI involvement in sessions, as required by your professional obligations and applicable law
- Comply with all applicable data protection laws in your jurisdiction when using the Platform
- Obtain appropriate consent from clients, students, or research participants before using the Platform with them
- Notify withVR BV immediately at legal@withvr.app if you believe Protected Health Information or other sensitive regulated data has been inadvertently entered into the Platform

Prohibited - you must not:

- Enter Protected Health Information (PHI) as defined under HIPAA into the Platform - the Platform is not designed to receive PHI
- Enter student educational records into the Platform in a manner that violates FERPA or equivalent applicable law
- Enter real client names, patient identifiers, dates of birth, or other personally identifiable information about the individuals you work with into AI-powered text fields
- Upload, transmit, or store special category data under GDPR Article 9 (health data, biometric data, etc.) in the Platform
- Share your account credentials with unauthorized persons or allow others to use your account

3. AI Feature Usage Rules

The following rules apply specifically to the Platform's AI-powered features:

Required - you must:

- Review all AI-generated content before presenting it to the person inside VR - AI output is a suggestion, not a finished product
- Apply your professional judgment to all AI-generated content - do not present AI output to clients, students, or participants without review
- Be aware that avatar voices are AI-synthesized using Google Text-to-Speech in every session, and ensure participants are informed where required
- Comply with your institution's AI governance policies when using optional AI features

Prohibited - you must not:

- Enter client names, patient information, or personally identifiable information about the individuals you work with into any AI-powered text field
- Use AI-generated content as a substitute for your professional clinical, educational, or research judgment
- Represent AI-generated scenario content as clinically validated assessment material
- Attempt to use AI features to circumvent your professional obligations or institutional policies

4. Platform Integrity

The following conduct is prohibited in connection with use of the Platform:

Prohibited conduct:

- Attempting to gain unauthorized access to any part of the Platform, another user's account, or withVR BV's infrastructure
- Interfering with or disrupting the Platform's servers, networks, or security features
- Using automated tools, bots, scripts, or similar mechanisms to access or interact with the Platform without withVR BV's prior written consent
- Attempting to reverse-engineer, decompile, disassemble, or extract source code from the Platform
- Probing, scanning, or testing the Platform for vulnerabilities without withVR BV's prior written authorization
- Circumventing any access restriction, suspension, or account ban imposed by withVR BV
- Creating accounts by automated means or under false pretenses

5. Commercial Use Restrictions

Your subscription grants a license for professional, research, or educational use. The following commercial uses are prohibited without withVR BV's prior written consent:

- Reselling, sublicensing, or otherwise providing paid access to the Platform to third parties
- Using the Platform to operate a commercial service (for example, running paid therapy sessions where the Platform itself is the commercial product being sold)
- Displaying the Platform in a commercial establishment (such as a VR arcade or commercial wellness center) without prior agreement
- Using the Platform to develop a competing product or service

Note: Using the Platform in private practice, hospitals, clinics, universities, or schools as a professional tool is permitted. The restriction applies to commercializing access to the Platform itself, not to using it in the course of your professional practice.

6. Content Standards

All content you create within the Platform - including session scenarios, sentences, and profile configurations - must comply with the following standards:

Prohibited content:

- Content that is unlawful, defamatory, obscene, or otherwise in violation of applicable law
- Content that could be used to harm, exploit, or endanger any person, particularly minors
- Content that infringes any third-party intellectual property rights
- Content containing personally identifiable information about clients, students, or research participants
- Content designed to harass, intimidate, or demean any person
- Content that promotes violence, discrimination, or hatred based on any protected characteristic

7. Supervised Use with Minors

When using the Platform with individuals under 18 years of age, the following rules apply without exception:

- All sessions must be operated under the direct supervision and control of a qualified adult professional
- Minors do not create accounts or interact with the Platform independently in any way
- Appropriate parental or guardian consent must be obtained before the Platform is used with a minor
- No personally identifiable information about the minor may be entered into the Platform

- Optional AI features must be used with particular care when sessions involve minors - do not enter any information that could identify the minor into AI-powered fields

Safeguarding: If you become aware of any use of the Platform that could endanger or harm a minor, contact us immediately at legal@withvr.app and follow your professional and institutional safeguarding obligations.

8. Reporting Violations

If you become aware of a potential violation of this AUP by another user, or if you believe the Platform is being used in a way that could cause harm, report it to us at:

> **General and legal matters:** legal@withvr.app
> **Technical issues and platform security:** support@withvr.app

withVR BV takes reports seriously and will investigate all credible reports of AUP violations. We will not retaliate against users who make good-faith reports.

9. Consequences of Violation

withVR BV reserves the right to take appropriate action in response to violations of this AUP, including:

- Issuing a warning and requiring remediation
- Temporarily suspending access to the Platform
- Permanently terminating the account
- Removing content that violates this AUP
- Referring matters to relevant authorities where required by law or where there is a risk to individual safety

Where reasonably possible, withVR BV will notify the user before taking action and give an opportunity to remedy the violation. Immediate action without notice may be taken where there is a risk to personal safety, a serious security threat, or a legal obligation to act.

Termination of an account for AUP violation does not entitle the user to a refund of any prepaid subscription fees, except as required by applicable law.

10. Changes to This Policy

withVR BV may update this AUP from time to time. If we make material changes, we will notify existing users at least 30 days before the changes take effect, by email and/or in-Platform notification. The version number and effective date at the top of this document identify the version in force. Previous versions are available on request.

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