

ÉCOUTÉ – PRIVACY, RESPONSIBILITY & SAFETY FRAMEWORK

1. Our Promise of Confidentiality

Écoute exists to provide a private, reflective, and non-judgmental space. We are committed to safeguarding your personal information and protecting the integrity of your private space.

We:

Do not sell, rent, or trade user data.

Do not monitor private journals or personal reflections.

Do not share user information except where legally required.

Use secure systems and reasonable technical safeguards to protect your data.

Access to user accounts is strictly limited to essential technical or administrative purposes, such as resolving account issues, maintaining system functionality, or complying with legal obligations.

Your reflections remain yours.

2. User Responsibility & Account Security

While we implement reasonable safeguards, users are responsible for:
Maintaining the confidentiality of their login credentials.

Ensuring their devices are secure.

Logging out of shared or public devices.

Exercising discretion in the content they choose to share.

Écoute shall not be liable for unauthorized access resulting from user negligence, compromised devices, or external breaches beyond our reasonable control.

By creating an account, you agree to use the platform respectfully, lawfully, and in alignment with the spirit of this community.

3. Platform Scope & Limitations

Écoute provides reflective and listening support services.

We are not:

A medical service

A psychiatric service

A crisis intervention center

A substitute for professional therapy, legal advice, or emergency services

Content shared on the platform represents personal reflection and does not constitute professional diagnosis or treatment.

4. Crisis & Emergency Disclaimer

If you are experiencing:

Thoughts of self-harm

Immediate danger

Domestic violence

Severe psychological distress

Medical emergencies

Please contact your local emergency services immediately.

Écoute is not designed for urgent crisis response.

We encourage users facing immediate risk to seek appropriate emergency or professional support in their jurisdiction.

5. Global Compliance Commitment

Écoute is committed to operating in alignment with applicable data protection laws, including but not limited to:

General Data Protection Regulation (GDPR – European Union)

Personal Information Protection and Electronic Documents Act (PIPEDA – Canada)

Nigerian Data Protection Act (NDPA)

Users may request access to, correction of, or deletion of their personal data in accordance with applicable in Nigeria

Where legally permissible, we will comply with such requests within reasonable timeframes.

6. Indemnity

By using this platform, you agree to indemnify and hold Écoute harmless from claims, damages, or liabilities arising from:

Misuse of the platform

Violation of these terms

User-generated content

Failure to safeguard personal login credentials

7. Agreement

By creating an account, subscribing, or using any Écoute service, you

confirm that you:
Have read and understood these terms
Agree to be bound by them
Are using the platform voluntarily

Governing Law & Jurisdiction

These terms shall be governed by the laws of the Federal Republic of Nigeria, without regard to conflict of law principles.