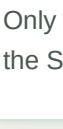




• DATA • PRIVACY • TERMS

Your health conversations, handled with care.

JoH is a wellbeing companion that lives entirely in WhatsApp. We treat your data the way we'd want our own treated — with restraint, real accountability, and a person you can actually reach.



“We never sell your data, never use your health information to advertise to you, and never let your conversations train outside AI models.”

JoH • privacy promise ✓✓



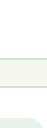
Data we use

Only what you share to make JoH useful — and only to run the Service, never to sell or advertise.



Privacy

Health data is treated as sensitive — encrypted, access-controlled, and yours to access, correct or delete.



Terms

JoH supports your wellbeing — it isn't a doctor, a diagnosis, or an emergency line. Use it for 18+.

• OUR PROMISES, IN BRIEF

What we will — and won't — do with your data

Each promise below is enforced and logged. The double tick is our read-receipt: a commitment made and held to account.



Never sold ✓✓

We never sell your personal information, and don't share it for others' purposes without your explicit consent.



No ad targeting ✓✓

Your health information is never used to advertise products or services to you.



Not for AI training ✓✓

We don't permit your conversations or health data to train third-party AI models.



Encrypted, sensitive ✓✓

Health information is handled as sensitive data, encrypted both in transit and at rest.



It expires ✓✓

Short-term health context expires automatically — we don't keep everything forever.



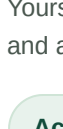
Access is audited ✓✓

Only trusted, authorised staff who need it can access your data — and every access is logged and reviewed.

• UNDER THE HOOD

How your data is protected

Privacy standards suited to sensitive health conversations — not a hospital's, not an advertiser's.



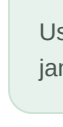
Encryption

Protected in transit and at rest across our systems.



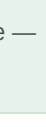
De-identified

WhatsApp numbers map to internal IDs, not stored in core chat tables.



Audit trails

Access is recorded and reviewed to guard against unwarranted use.



Auto-expiry

Short-term context clears itself; debugging uses minimised data.

What we collect & why

Information you share, plus limited technical data to run the Service.



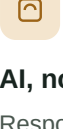
Your conversations

Messages, voice notes, images & documents to provide and personalise JoH.



Health & wellbeing info

Goals, habits and context you mention — to give relevant guidance.



Consent records

A timestamped note of what you agreed to, for compliance.



Subscription status

Billing handled by Paystack — we never store your card details.

Your rights

Yours to exercise any time. Email **privacy@vaultair.systems** and a real person responds — usually within 30 days.

Access your data

Correct it

Delete it

Restrict use

Take it with you

Object

Withdraw consent

Lodge a complaint

Want it all gone?

Use the data deletion page anytime —
janonhealth.com/datamanagement

• THE TERMS, IN PLAIN WORDS

What JoH is — and what it isn't

✓✓ JoH is

- An AI-powered health & wellbeing companion on WhatsApp
- A source of general, evidence-based guidance & support
- Transparent about being AI — and about its limits
- For adults, 18 and over

⊗ JoH is not

- A doctor, clinic, or healthcare provider
- A substitute for professional diagnosis or treatment
- A medical device or regulated telehealth platform
- An emergency or crisis service



AI, not advice

Responses can be incomplete or off — use your judgment and seek professional care when it matters.

14-day free trial

Standard free for 14 days, then choose Essential or Standard. Cancel anytime via Paystack or WhatsApp.

You own your content

You keep your content; we use it only to run, secure & support the Service.

In an emergency, don't use JoH

Call your local emergency number immediately — for example, 112 in South Africa, 112/999 in much of Europe, or 911 in the US.

• WHO HELPS RUN JOH

Trusted partners — used only to deliver the Service

Vetted subprocessors with due diligence, never licensed to use your data for their own marketing.

Meta / WhatsApp

messaging

OpenAI

AI responses

Amazon Web Services

hosting • EU

Paystack

payments

Pydantic Logfire

monitoring • EU

Google Analytics

consent-only

Substack

newsletter

• BUILT TO COMPLY

POPIA • South Africa

GDPR • EU/EEA

UK GDPR

HIPAA-aligned safeguards

A REAL PERSON, NOT A BOT

privacy@vaultair.systems

Privacy questions answered by a human

READ THE FULL DETAIL

Privacy Policy

Terms of Service

Data Deletion

OPERATED BY

VaultAir Systems (Pty) Ltd

Stellenbosch, Western Cape

Reg 2025/540482/07

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✓✓ = a promise made, kept, and logged.