

## **INFORMATION ABOUT THE ONLINE-PROGRAMME *ELLO***

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### **1. OVERVIEW**

*Ello* can be downloaded from the App Store and Google Play Store and used on common smartphones. An account is created within the app using an email address.

*Ello* offers low-threshold access to evidence-based mental wellbeing support through a multi-agent AI system developed by clinical experts. Issues such as worries, stress or sleep problems can be discussed with *Ello*, and guidance is offered via a chat or voice function.

*Ello* is a digital, AI-supported application designed to enhance mental well-being. It is not intended for independent use. It is not a medical device and is not intended for the diagnosis, prevention, monitoring, prediction, prognosis, treatment or alleviation of diseases.

### **2. DESCRIPTION AND FUNCTIONALITY**

*Ello* is a digital, AI-powered application designed to enhance mental well-being. The programme encourages self-reflection and self-efficacy and helps users cope with stress, worries and everyday problems. *Ello* is aimed at adults who want to improve their mental well-being.

#### **General Conditions of Use**

The online programme is designed for all age groups aged 18 and above. It is equally suitable for female, male and non-binary individuals who are open to using app-based programmes. *Ello* is available in the following languages: German, English, French, Spanish and Italian. Experience with navigating apps is required.

The online programme is intended for independent use. It is not a medical device and is not intended for the diagnosis, prevention, monitoring, prediction, prognosis, treatment or alleviation of diseases.

**Technical requirements**

*Ello* kann als interaktives Online-Programm über ein gängiges Smartphone (Mindestanforderung: Android 13 oder iOS 18) mit Internetzugang genutzt werden. Ein problemloser Betrieb mit nicht unterstützten Betriebssystemen kann nicht gewährleistet werden. Die App kann auch auf Tablets im Hochformat genutzt werden. Da *Ello* für die Nutzung auf Smartphones optimiert ist, kann eine korrekte Darstellung auf einem Tablet jedoch nicht garantiert werden.

*Ello* can be used as an interactive online programme via a standard smartphone (minimum requirement: Android 13 or iOS 18) with internet access. Smooth operation with unsupported operating systems cannot be guaranteed. The app can also be used on tablets in portrait mode. However, as *Ello* is optimised for use on smartphones, a correct display on a tablet cannot be guaranteed.

**Updates**

The online programme and its security system are continuously updated to ensure optimal performance of *Ello*. The knowledge modules are regularly reviewed and expanded to ensure access to current evidence-based interventions.

**Concept of the Product**

After registering, users get direct access to *Ello's* chat interface. There, they can enter their own topic, question or statement about mental health – via text or voice message. Users then receive a response generated by *Ello*, which encourages them to continue the dialogue, among other things.. A drop-down menu can be used to start new sessions and view and continue past sessions. *Ello* should be used regularly – three interactions per week are recommended, but at least one.

**Instructions**

The user account for *Ello* is based on an email address. During the initial setup, this email address must be verified and information about the purpose and functionality of *Ello* is provided. After agreeing to the terms of use and privacy policy, the first conversation can be started via text or voice message. All conversations are automatically summarised at the end of a session to ensure continuity.

Access to *Ello* is encrypted. The online programme is available at any time via online login in the app. This allows for use that is largely independent of time and location.

Data entry requirements



Ello accepts natural conversations in the supported languages via text and voice input. For best results, it is helpful to communicate clearly and understandably. The app is designed to understand conversations about mental well-being within the intended scope.

Examples of suitable input:

- 'Work is stressing me out and I need some support.'
- 'Can you help me develop better sleep habits?'
- 'I'm having relationship problems and would like to get some support.'

Examples of unsuitable input:

- Requests for medical diagnoses or evaluations
- Crisis situations that require immediate professional help
- Content unrelated to mental health and well-being

No special preparation is required to converse with *Ello*. Simply talk about mental wellbeing topics, goals or experiences in natural language. The app guides you through relevant topics and exercises based on your individual inputs.

### 3. SECURITY



*Ello* does not offer crisis intervention or emergency counselling and does not constitute medical and/or psychotherapeutic treatment.

The online programme must not be used if suicidality is present. In this case, a medical and/or psychotherapeutic assessment should be obtained and, in crisis situations, the country-specific emergency services should be contacted immediately.

Suicidal thoughts and feelings of being tired of life can arise, especially during particularly difficult phases of life. For some people, these thoughts pass on their own, while for others they persist and are accompanied by impulses or actions to take their own life. Such symptoms should always be taken seriously.

#### **Side Effects**

The success of *Ello* depends on many factors and cannot be guaranteed in individual cases. For example, dealing with stressful topics may initially lead to a deterioration in well-being. In addition, the empathetic, affirming interaction style of a chatbot may reinforce statements that do not correspond to reality. Furthermore, despite careful development and clear content and technical specifications, it

cannot be completely ruled out that *Ello* may provide incorrect or inappropriate information. Users are therefore encouraged to use the content provided with caution. If side effects occur and persist as a result of using *Ello*, we recommend seeking medical and/or psychotherapeutic advice or sending an email to our support team.

### Notes

We place great importance on user safety in all our programmes. As part of our comprehensive risk management system, potential risks associated with *Ello* are systematically identified, continuously assessed and reduced to an acceptable level through appropriate control measures. These measures include secure product development, protective measures within the programme itself (e.g. detection of problematic content, defined procedures in crises) and clear safety information for users.

In situations where there are acute crises or the need for support exceeds the purpose of the programme, *Ello* provides information on suitable points of contact.

## 4. AI TECHNOLOGY AND MODEL INFORMATION

*Ello* uses advanced AI technology with centralised coordination that manages specialised knowledge modules. The system includes natural language processing, security monitoring by multiple AI models and rule-based systems, and access to a comprehensive database of psychological expertise and evidence-based interventions.

*Ello* was developed by licensed psychotherapists. The app is based on evidence-based interventions and integrates expertise to ensure appropriate, safe, and effective support for mental well-being.

Known limitations:

- Does not address crisis situations that require immediate help.
- Does not provide medical advice, diagnosis or therapeutic treatment.
- Effectiveness may vary depending on individual use and circumstances.

## 5. DATA SECURITY

Only data that is absolutely necessary for the operation and use of *Ello* is processed. The applicable data protection requirements are met. The programme and content are subject to the General Data Protection Regulation (GDPR). More detailed information on the processing of personal data can be found in our privacy policy at: <https://hellobetter.de/en/privacy-policy-training>

Use *Ello* on secure, personal devices with an up-to-date operating system. Avoid using it on public or shared devices. Ensure that your device has appropriate security measures in place (e.g. device password, biometric authentication). Log out after use and do not store sensitive information in unsecured locations.

## 6. CONTACT

If you have any technical questions or problems, please contact the HelloBetter support team at [ellosupport@hellobetter.de](mailto:ellosupport@hellobetter.de) (responses within 24 hours on weekdays).

## 7. MANUFACTURER AND PRODUCT INFORMATION

### Manufacturer



HelloBetter is a registered trademark of  
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### Update



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## 8. SYMBOL EXPLANATION



**Warning** ISO 7000-0434A  
Warnings and necessary precautions



**Manufacturer** ISO 7000-3082  
Name and address of the manufacturer



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