Fettle

• DATA · PRIVACY · TERMS

Your health conversations, handled with care.

Fettle 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."
>
> Fettle · privacy promise

Data we use

Only what you share to make Fettle 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

Fettle 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 Fettle.

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 Fettle is — and what it isn't

Fettle 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

Fettle 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 Fettle

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 FETTLE

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