

Main code	Definition	Sub-Codes	Definition	Sub-Sub-Codes	Definition	Example
Factors influencing decision-making in adoption (MC1)	Factors that motivated participants to begin using LLM chatbots for mental wellness purposes.	Accessibility and Convenience (P2, P3, P4, P5, P6, P7, P8, P9, P11, P12, P13, P16, P17, P19, P20)	The ability of the chatbot to be a resource at all hours.	Available Anytime (P2, P4, P6, P8)	Chatbots are accessible at all hours to provide support when needed.	“Generally I’m a night owl, and don’t like bothering my therapist at 2 or 3 in the morning if I’m feeling like I need to talk or vent about something.” - P2
				Ease of Use (P3, P7)	Familiarity with similar AI tools and ease of interaction encourage usage.	“I usually feel confident in the responses that ChatGPT gives me, because it’s trained with the whole Internet.” - P6
		Cost-Effectiveness (P1, P8, P9, P12, P13, P20)	The ability of an LLM-based chatbot to offer mental health support without the financial burden of traditional therapy.			“Finance is one of the main decisions. There were a few different ones [chatbots] I was looking at, but a lot of them charge money to access it at all. ChatGPT does have a free part of the program...you don’t have to be financially obligated to it.” - P8
		Influence of Social Media (P3, P13, P18)	The prevalence of chatbots as suggested by social media.			
		Novelty (P9, P11, P13)	The novelty of an emergent tool for personal growth.			
		Supplement to Professional Help (P1, P2, P10, P12, P14 P20)	Using LLM chatbots to complement traditional mental health services by providing additional support.	Second Opinions (P1, P12)	Seeking additional perspectives on diagnoses or treatments.	“Basically wanting to get another opinion about some things I could do [about my weight]...really just not trying to burden my wife with a lot of negativity.” - P12
				Self-Help Between Traditional Sessions (P2, P10, P14)	Using chatbots to fill gaps between professional appointments.	“It’s like having a journal, you know, you get a sounding board, and you get to just express your thoughts and you get some feedback that’s non-threatening. You get armed with information that you can also take to your therapist.” - P10
		Prior Use (P2, P3, P6, P7, P9, P12, P17)	A familiarity with the chatbot based on prior usage for other tasks.			“I had it already [from prior use], and I already pay a subscription, so I might as well make use of it for my mental wellness.” - P6

Main code	Definition	Sub-Codes	Definition	Sub-Sub-Codes	Definition	Example
Concerns about using LLMs for mental health (MC2)	General participant concerns for the use of an LLM chatbot in the context of mental health	Usability and Accuracy (P4, P11, P12)	Challenges related to the functionality and correctness of the chatbot's responses.	General Low Accuracy in Responses (P4, P11)	Instances where chatbots provide general (not specifically related to mental health) incorrect, irrelevant, or unhelpful information.	“There’s a little bit of concern regarding the accuracy or validity of information, because I’m not 100% sure where the information comes from. Anyone could post anything online.” - P11
		Data Security (P4, P6, P8, P11, P13, P15, P16, P18, P19, P20, P21)	Worries about how personal and sensitive data is handled, stored, and potentially misused.	Data Sharing with Third Parties (P4, P6, P8, P10, P13, P16, P17, P18, P20, P21)	Fears that data shared with chatbots may be passed on to external entities without consent.	“I’m always worried that my mental health data will be stored somewhere and that in the future it might hurt me, especially for job applications.” - P6
				Vulnerability to Hacking (P11, P20)	Anxiety over the possibility of unauthorized access to data by ‘bad actors’.	“Well, what if? What if things get hacked? What if there’s an exploit or something where somebody can go in?” - P20
				Vulnerability to Data Breaches (P1, P4, P18)	Concern over the possibility of data being leaked in a data breach.	“I’m concerned about things that we hear in the news lately...Breaches, hackers getting into information that they shouldn't be getting into...the potential for that information being used against me.” - P4
		Privacy (P4, P6, P11, P13, P15, P16, P17, P19, P20, P21)	Concerns about general privacy-related issues	Distrust in Data Usage	Skepticism about how stored personal information will be used.s.	"I did have [pre-existent] concerns about privacy. It's still relatively new. So there's like a gray area about, 'What kind of privacy do I have with it? Is it information to be shared with 3rd parties?' So I was concerned about that initially." - P13
		Lack of Human-like Interactions (P2, P5, P18)	The absence of genuine human connection and empathy in interactions with chatbots.			“The most important thing to remember is that AI is not, is not a human. You can't compare our intelligence to it. It does think faster, it jumps to conclusions faster, and unfortunately, those conclusions are often wrong because of the way that we teach it, because we're human. If that makes sense.” - P2

Main code	Definition	Sub-Codes	Definition	Sub-Sub-Codes	Definition	S3-Codes	Definition	Example
Data Privacy and Protection Practices (MC3)	Participant perceptions and behaviors regarding data privacy, including understanding of data collection, storage, and sharing practices.	Mitigation Strategies	Measures that participants adopt to safeguard their personal information when using chatbots.	Data Minimization and Withholding (P4, P6, P7, P10, P11, P15, P16, P17, P19, P20)	Strategies employed by participants to limit the amount of personal and sensitive mental wellness information shared with LLM chatbots.	Avoidance of Sharing PII (P4, P6, P10, P11, P16, P17, P19)	Deliberate choice to withhold personally identifiable information to protect privacy.	“For example, at work, if I was late to a meeting, I'd be very anxious about that. So I would ask ChatGPT how I can get rid of that anxious thought...but I don't try to give too many details out. I don't include locations, no names...I share most of my thoughts as long as I remove all the details.” - P6
						Selective Disclosure Based on Trust (P7, P11, P19)	Sharing only information deemed necessary, depending on the level of trust in the chatbot.	“I don't really intentionally withhold it [sensitive information]. I just don't really mention it, because I feel like it's not really necessary.” - P11
						Data ‘Cloaking’ (P10, P15, P19, P20)	Sharing information that is depersonalized in some capacity	"I'll put the whole concept of what's going on with me in the prompt, and what I found works for me is I say, ‘Tell me a story as if this is a character in a book. If a woman at 65 was having this kind of emotional issue or concern, or is bothered, tell me what this character would need or should do...’ It depersonalizes it. Then I might interact almost as if it's not me I'm talking about." - P15
				Reading Privacy Policies (P4, 11, P13, P16)	Reviewing the privacy policy to understand data practices, even if comprehension is limited.	Attempted Understanding (P11)	Effort made to read and interpret privacy policies to the best of one's ability.	“I go on Reddit a lot to see what people say about AI. If someone says, 'Oh, you know so and so is collecting this information,' I'll probably refer back to the chatbot privacy policy.” - P13
				Technical Measures (P1, P4, P6, P8, P14)	Utilizing the technology in a capacity to prevent unauthorized data	Disabling Camera/Microphone (P1)	Turning off device features that could capture additional data	“I try to mute my camera on my laptop or my microphone on my

					collection.		without consent.	laptop... I'm very paranoid that everything's always listening." - <i>P1</i>
						Privacy-Protective Interface Options (P4, P6, P8, P14)	Using the available features designed to protect privacy.	"There's an option, I forgot where it is in the settings, where you can turn off your message being stored and used to train the model. I'll turn that off." - <i>P6</i>
				Reasons For Not Mitigating	Participant-provided reasonings for not feeling a need to implement mitigation strategies.	Limited Mitigation Due to Helplessness (P1, P9, P10, P11, P17)	Feeling that individual actions have little impact on overall data protection, leading to minimal mitigation efforts.	"Basically, I'm not going to be able to stop it anyways, that kind of feeling. So I just said whatever, because I can't really do anything about it. It's gonna happen anyway. So might as well jump on the bandwagon." - <i>P9</i>
						Limited Mitigation Due to 'Being Boring' (P3, P9, P12, P16)	Feeling that as an individual, there is little reason to protect what is seen as unimportant information	"No, I'm not [aware of how my data is shared with third parties]...but it's not like I'm giving them anything really good or interesting." - <i>P3</i>
						Limited Mitigation Due to Use Benefiting Others (P5, P7, P9, P15, P16)	Participant reporting a belief that use of an LLM chatbot for mental wellness should help others find it useful for mental wellness.	"Yeah, I'm not doing anything bad. I mean, I'm doing good stuff, and it's good stuff for the world. Anytime anybody heals, it's good for the world, and every little bit of healing that I'm doing is helping the world make a better place. " - <i>P15</i>
						Limited Mitigation Due to Lack of Necessity (P8, P9)	Participant reporting a general lack of need to withhold information due to lack of existent privacy / security concerns	"It doesn't matter. Nothing matters." - <i>P9</i>

Main code	Definition	Sub-Codes	Definition	Sub-Sub-Codes	Definition	Example
Participant Mental Models of Data Handling (MC4)	Participant depictions of the processing, storage, and other retention practices of their mental health data	Incomplete or Flawed Mental Models (P1, P2, P3, P6, P9, P12)	Misunderstandings or uncertainties about how data is handled by chatbots.	Data Stored Indefinitely in the Cloud (P4, P6, P8, P9, P12)	General belief that data remains in the cloud permanently without clear information on retention policies	"I just know that technology is not always secure, and anything you put out there is always stored somewhere in the cloud." - P6
				Assumptions of Data Being Sold (P3, P7, P8)	Perception that all user data is monetized and sold to third parties	"Honestly, it's probably sold by whoever is behind ChatGPT, and then used as a way to target my interest, future life decisions, current life decisions, and purchasing power...It's just the way all information goes, really." - P3
		Detailed Mental Models (P4, P11, P12)	Accurate and/or substantial understanding of data handling processes	Understanding of Data Processing (P4, P7, P11)	General awareness of how data is collected, processed, stored, and associated risks	"It [ChatGPT] probably indexes it, saves it, learns from it, and then uses other people's indexed information from a database, or wherever it gets its data from, to give me an accurate answer...I would assume it's like a pretty dynamic system, where it's constantly evolving and changing based on input." - P11
		Nonexistent or Overly Simplistic Mental Models (P5, P7, P8)	Lack of detailed understanding or simplistic views of data handling due to high trust or disinterest.	General Lack of Thought (P5, P7)	Participant noted not having thought deeply into it.	"Yeah, I just think it's a normal conversation I'm having with a friend, so I don't think I've paid so much attention to that [how mental health data is stored]." - P5

Main code	Definition	Sub-Codes	Definition	Sub-Sub-Codes	Definition	S3-Codes	Definition	Example
Trust and Responsibility (MC5)	Participant trust levels in AI chatbots, manufacturers, and governments, including perceptions of who is primarily responsible for the protection of critical mental health data.	Trust in Manufacturers	The degree of confidence participants have in the companies that develop and manage AI chatbots.	High Trust	Strong belief that manufacturers will protect user data and act in user best interests.	Reliance on Manufacturer Assurances (P5, P7, P8)	Trusting company statements about data security without further verification.	"I have this belief that no one's using it...like the ones [manufacturers] behind it, trying to find something out. It's just like an application that I get to express myself with." - P5
				Low Trust (P13)	Doubt and skepticism about manufacturer commitment to data protection.	Skepticism of Profit Motives (P13)	Belief that companies prioritize financial gain over user privacy.	"I don't believe they share it [mental health data] with 3rd parties, but you know, I can never be sure what they're doing behind the scenes I've never heard of....Some companies say, 'Hey, we're not going to share it [your info]'. But they end up on the news, and they share it...All these chatbots say they don't share with 3rd parties, and it's only used internally for helping the chatbots learn different algorithms. But I can't be entirely sure." - P13
		Trust in Government	Confidence in government agencies and regulations to protect user data and enforce privacy laws.	Limited Trust	Perception that government efforts are insufficient or ineffective in the context of AI technology.	Doubt in Regulatory Effectiveness (P15, P16, P20)	Skepticism about the government's ability to enforce meaningful protections.	"We have Congress people and senators who literally don't know how the internet works. They literally don't know how to turn on the Internet, because these people are fossils." - P20
				Substantive Trust (P11)	Perception that government efforts are substantial and necessary	Novelty of Market (P11)	The idea that AI chatbots are a novel market, and as such are highly regulated by government efforts.	"I feel like they [the manufacturers] can be too reckless because they're more or less the first to market like a public chat AI, or whatever you want to call it. And typically when that happens, the government tends to get involved to make sure that everything is working right, and nothing unethical is happening because it's a

								new market or service or product.” - <i>P11</i>
		Responsibility for Data Protection	Participant views on who holds the primary responsibility for safeguarding personal and sensitive data.	User Responsibility First (P1, P2, P3, P4, P10, P11)	Emphasis on individual accountability for protecting one’s own mental health data.			“They [the user], ultimately the responsibility is on them. So specifically, if these platforms are asking questions that the user doesn’t feel comfortable with, but the user feels they have to input something to get something back; that’s on the user, right? So the user, at the end of the day, can walk away from a platform like this. I think the user bears responsibility in that regard.” - <i>P4</i>
				Manufacturer Responsibility First (P5, P6, P8, P9, P13, P14, P15, P16, P17, P19, P20)	Expectation that companies should ensure data security and protect users.			“They’re the ones who know the technology very well. They’re the ones developing it. They know what information they’re using to train the model, and they’re the ones closest to the technology, so I think they’re responsible for the ethics.” - <i>P6</i>
				Government Role	Perspectives on the government’s role as an entity responsible for regulation and enforcement.			"The government is responsible for their citizens, they should be able to protect their citizens in that right. So if a manufacturer doesn't have the privacy built in, the government should be required to implement it." - <i>P7</i>

Main code	Definition	Sub-Codes	Definition	Sub-Sub-Codes	Definition	Example
Attitudes Toward Privacy Policies (MC6)	Participant engagements with and perceptions of privacy policies and available information associated with LLM chatbots.	Minimal Engagement (P3, P6, P7, P8, P9, P10, P16, P19, P20, P21)	Distrust in privacy policies leading to limited reading (if any) and understanding.	Perceived Complexity and Length (P10, P17, P19, P21)	Finding policies too long and complicated, which discourages thorough reading.	“Oh my gosh! I needed to read it like 10 times, ‘cause every comma it was like “If and or, whereas,” like, it’s all full of jargon. It doesn’t make a lot of sense. I’m highlighting the whole thing and just reading it like a block at a time, because it’s only one sentence that I needed, but it was like four paragraphs long.” - P19
				Belief in Intentional Obfuscation (P3, P16, P17, P19)	Thinking that policies are purposely confusing to hide important information.	“I feel like ChatGPT sort of has a way of not being that honest where it's like, “Oh, we use your information,” but it's like, what information do you use? Is it what I'm writing? Is it like the information I logged in with like, what do you use exactly. They don't clarify that.” - P16
				General Lack of Interest (P8, P9)	A general lack of desire to know about this information, or feeling that it is unnecessary.	“I mean, I forfeited my right to the privacy side. I gave away all my rights.” - P9
		Attempted Engagement with Limited Understanding (P8, P11, P13, P15)	Making efforts to read policies but still lacking full comprehension.	Reading without Full Comprehension	Reading policies carefully but still not fully grasping all details due to complexity or technical language.	“With this chatbot, a lot of it's really technical. So it's beyond my scope. It's hard to understand specific details of the entire policy. But I just go over it generally." - P13
		Unobstructed Trust without Engagement (P5, P8, P12, P17)	High trust in manufacturers leading to complete lack of engagement with privacy policies.	Reliance on Manufacturer Reputation (P5, P17)	Skipping the detailed reading of policies because of a placed confidence in the integrity of the company providing the LLM.	"I have this belief that no one's using it maliciously...like the ones [manufacturers] behind it, trying to find something out about me. It's just like an application that I get to express myself with." - P5
		Full Engagement (P3)	A full engagement with privacy policies prior to engaging with AI enabled tools for mental health.			"I always read everything before I agree to it." - P3

Main code	Definition	Sub-Codes	Definition	Sub-Sub-Codes	Definition	Example
Perceptions of Legal Protections and Regulations (MC7)	Participant understanding and perceptions of legal frameworks concerning mental health data protections for LLM chatbots.	Misconceptions About Legal Protections	Incorrect beliefs or assumptions about the applicability of existing laws to AI chatbots.	HIPAA (P2, P4, P7, P8, P13, P15, P18)	Assuming that HIPAA laws automatically protect data shared with chatbots	“Seeing the fact that the chatbot has a database of research projects... I think, since it's able to do that, it should also be able to, you know, have access to the procedures and laws that a mental health practitioner or counselor would use in solving or sorting out the issue of someone suffering from a mental health issue, like HIPAA.” - P7
		General Skepticism About Legal Efficacy	Doubt regarding the effectiveness of current laws and regulations in protecting user data.	Need for Stronger Repercussions (P3, P4)	Advocacy for more severe penalties and enforcement mechanisms to deter data breaches.	"Protection should look like serious repercussions to those who let data breaches happen as opposed to just a relatively small million dollar fine when it's a billion dollar company." - P3
		Admitted Lack of Awareness (P3, P6, P16)	Not knowing what legal protections exist or how they apply to AI chatbots.			“No, I don't think so. No, I mean, I hope there's laws and regulations that are like ‘Please do not share her information.’ But no, I don't know.” - P16

Main code	Definition	Sub-Codes	Definition	Sub-Sub-Codes	Definition	S3-Codes	Definition	Example
Influence of Background on Perceptions (MC8)	How participant education, technological proficiency, and mental health backgrounds affect their trust, privacy concerns, and interactions with LLM chatbots for mental wellness purposes.	Educational Background	The impact of participant levels of education on their understanding and attitudes toward AI chatbots.	Highly Educated with Tech Experience	Perspectives from participants with advanced education and technical knowledge.	Increased Skepticism (P2)	Greater awareness of potential risks directly resulting from education or technical experience, leading to distrust in data practices.	"Also having worked in tech for 20+ years...I worked at Apple for 8. You know, kind of what information they're collecting, even though they say that they don't, they do." - P2
		Mental Health Background	The influence of personal mental health experiences on participant use and perception of AI chatbots.	Prior Therapy Experience	Participants who have undergone therapy and feel more empowered to share information.	Empowerment and Openness (P8)	Confidence in managing mental health leading to greater comfort with sharing.	"I've done a lot of therapy...I know some people are ashamed of their information and stuff that they've gone through, but I've done so much work on myself that I kinda like that it's out there...if it's information that somebody gets and they feel like they're gonna judge me on it, then that's a them problem, not a me problem." - P8
						Increased Comfort Sharing With AI over Traditional Practitioners (P13, P15)	A general sentiment of feeling more at ease with chatbots due to issues like cost, accessibility, or perceived judgment from human practitioners.	"It would be different with the therapist. You go in there and you give them your personal stuff. They have all your personal information. They have all your insurance information. They have everything. They can tie everything to you, and to me that's more risky than a chatbot." - P15
		Prior Experience with Tech (P5, P11, P12)	The impact of participant prior experiences with AI enabled technologies on their perspectives.	Enhanced Trust Due to Prior Experiences (P5, P11, P12, P15, P20)	Participants report having an increased level of trust in using AI tools for mental wellness due to positive prior experiences.			

Main code	Definition	Sub-Codes	Definition	Sub-Sub-Codes	Definition	Example
User Expectations (MC9)	Participants' comments on what would increase their comfortability with the security, privacy, and confidentiality that they feel when using their LLM chatbots for mental health, as well as their expectations.	Recommendations for Developers	Advice directed at chatbot developers to enhance trust and usability.	Enhance Transparency (P2, P3, P4, P6, P7, P8, P10, P11, P12, P14, P19, P20, P21)	Call for clearer communication about data practices and the purposes of data collection.	“Be more transparent with whether you have 3rd party people looking over that data. Also be more transparent on when that data gets reviewed, and what data you're using to share, to try to teach your chat bot to get smarter? Be more on the up and up about where the information goes, how it's stored, where it's gonna be sold to, what's being done with it.” - P4
				Implement Privacy-Enhancing Features (P9, P16, P19)	A desire for the introduction of functionalities that give users more control over their data.	“If it senses, maybe like, “Hey, you’re starting to tell me something private,” a pop-up can happen, and a little disclosure can be made...it could be a little more transparent when it’s noticing in your prompts that this is something that I wanna keep secure and keep encrypted, you know, this isn’t just algebra homework.” - P19
		Guidance for Mental Health Professionals	Recommendations for practitioners regarding the use of LLM chatbots in their practice.	Cautious Integration of AI (P10, P14)	Advising mental health professionals to be careful and familiar when incorporating AI tools.	“I would have the healthcare provider use it for a while and get familiar with it, because they can change and evolve over time like by what you're inputting into it into the chatbot. So I would just say that the healthcare provider needs to be familiar with what they are prescribing for their patients, and absolutely make sure that the company is ironclad with privacy, so that nothing gets leaked that that shouldn't be, because once you cross that line into real therapy, I feel like there's going to be legal concerns there.” - P14
				Custom Tech Specifically for Professional Use (P2, P17)	Suggesting that mental health providers develop their own secure tools tailored to their needs.	“Have one made specifically for you. Not something that you can publicly buy. Hire somebody to make a specific report, so that you know your patient's data is safe. It's within your own little network. That's a must.” - P2

		Desired Privacy-Enhancing Features	Features and practices that participants wish to see implemented to improve data privacy and control.	Clear Data Deletion Options (P3, P6, P13, P20)	Easy-to-use functions that allow users to delete their data from the chatbot's records.	“If I were to stop having mental health conversations with ChatGPT, it [my mental health data] should be immediately deleted, withdrawn from any relevant technology models that were going on, refactored and never seen, as if it never happened.” - P3
				Permission Requests for Data Sharing (P2, P12)	A prompt from the LLM chatbot seeking explicit consent before sharing any personal info.	"It should pop up on screen as soon as you open: 'Somebody requested this specific information about you. Are you okay with sharing it?' Here's their information, here's why they say they need it." - P2
				User-Friendly Privacy Policies (P14)	Simplified and accessible privacy policies that are easy to read and understand.	“I think what I would really like, what would make me very comfortable would be like somewhere in the app, have like a privacy hub or a safety hub to go where you can go through and have plain text like, ‘This is how your data is used. This is how you can toggle it off,’ like a whole data privacy Hub, where you don't have to scroll through a 20 page agreement, and so that it's much easier to understand and digest for just a regular user.” - P14
				Assurances Similar to Doctor-Patient Confidentiality (P1, P2, P8, P11)	Implementation of confidentiality standards, akin to those in professional mental health services.	“Personally, I would want to know that I have a person confirming that everything's going to be confidential...they're going to review it all, and it's going to stay confidential. Say, like a doctor. It's going to follow HIPAA laws.” - P1
				Incognito Mode and Anonymization (P16, P20)	Features that allow users to interact with chatbots without data being recorded or retained.	
				Dynamic S&P Options (P2, P5, P8, P9, P11, P13, P15, P16, P20)	Features that allow the chatbot to dynamically report or adjust S&P settings in response to confidential mental health disclosures.	“I feel like it would be nice if Chatgpt could analyze and detect if someone's telling a story, or just talking about their mental health, and then they would show the list of policies like, ‘Look, this is our policy. Are you comfortable with this?’ Yes or no. I feel like if I had that I

						would be much, much more comfortable talking to chatGPT." - P16
--	--	--	--	--	--	--