

Section 0: Foundational / Contextual Info

- What specific chatbot do you have experience using for mental health?
 - Have you stopped using this chatbot for any reason?
 - What motivated you to start using this chatbot for mental health?
 - How long have you been using / did you use this chatbot for mental health?
 - How frequently do / did you use this chatbot for mental health?
 - How did you first learn about this app?
 - Have you ever seen a mental health professional before using your chatbot for mental health?
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Section 1: Initial Perceptions and Considerations

- What factors did you consider when making the decision to use a chatbot for mental health?
 - Was there anything in particular that stood out about your chatbot, compared to other options, that helped you make the decision to use it?
 - Did you have any existent concerns about using a chatbot for mental health prior to adoption?
 - (If yes): What motivated these concerns? (Interactions with other technology, online discourse, etc.)
 - Were there any specific features in or about your chatbot that ameliorated these concerns for you, and made you comfortable with adoption?
 - How did you find out about these features?
 - What sources of information did you consult to inform your decision to adopt your chatbot for mental health usage?
 - Did any particular reviews or endorsements influence your decision to trust the chatbot?
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Section 2: Understanding of Data Protections and Policy

- To the best of your ability, how would you define the difference between personal information and sensitive information?
 - (If unsure or incorrect): Personal information is defined as information “used to distinguish or trace an individual’s identity.” Sensitive information includes

personal information, but also includes any data that, if lost, misused, or illegally modified, may negatively affect an individual's privacy rights.

- Do you believe that in your mental health conversations with your chatbot, you share personal information, sensitive information, both, or neither?
 - *(If both)*: Do you believe your chatbot protects both types of information differentially or equally?
- What do you believe happens with the mental health information you share with your chatbot?
- Can you describe what you know about how the mental health information that you share with your chatbot is protected and secured?
 - When you think about your mental health data being protected by your chatbot, what does that protection mean to you?
- What sources or experiences typically inform your understanding about privacy, security, and confidentiality for your mental health conversations with a chatbot?
- How often do you read the privacy policies or terms of service of the chatbots you use for mental health?
 - *(If at all)*: When you do read them, are you reading generally or looking to mitigate a particular concern?
 - *(If at all)*: When you do read them, how well do you feel you understand the information provided?
 - *(If at all)*: Do you find that this information is easily accessible?
 - *(If at all)*: Are you satisfied with the information presented in the privacy policies or terms of service you read?
- What do you think can be inferred about you from the mental health conversations that you have with your chatbot?
- Are you aware of how, or if, the chatbot shares your mental health data with third parties?
 - Do you believe you have the ability to opt-in or opt-out of this sharing?
 - What sources or experiences inform your understanding in this capacity?
 - How much control do you believe that you have of the data that is collected using your chatbot?
- If you were to stop using your chatbot, what do you believe would happen to your mental health data?
 - What do you believe should happen to your mental health data?
- Are you aware of any data protection laws or regulations that your chatbot might be subject to?

- Do you expect mental health conversations with a chatbot to follow similar privacy and confidentiality standards as traditional mental health practitioners? Why or why not?
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Section 3: Behavior and Interaction Modifications

- How necessary and/or valuable do you believe it is to take actions to protect your information while using your chatbot?
 - How comfortable or concerned are you with the security, privacy, and confidentiality that you feel when using your chatbot in mental health contexts?
 - *(If concerned)*: Is there anything that you do to mitigate these concerns?
 - Do you use any specific settings or features in the chatbot to enhance your privacy?
 - Do you have any practices outside settings or features offered in the chatbot that you use to protect your privacy?
 - Since adopting the chatbot for mental health conversations, have you developed any new concerns or considerations that you did not have pre-adoption?
 - Are there specific types of information that you feel are safe to share in your mental health conversations, or types that you avoid sharing?
 - Have your mental health conversations with the chatbot changed over time as you've learned more about or became familiar with its features?
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Section 4: Feedback, Expectations, and Improvements

- What advice, if any, would you give to the developers of your chatbot as to how they can increase user trust in the privacy, security, and confidentiality of mental health conversations?
 - How, if at all, do you believe that your chatbot could improve its communication about security and privacy practices?
 - Are there any additional controls that would make you feel more secure about using your chatbot for mental health?
 - Is there additional information about your chatbot's privacy practices that you would like to see provided?

- What advice would you give to legislators looking to develop policy to moderate chatbots as used for mental health?
 - What advice would you give to healthcare professionals looking to integrate chatbots in their practice?
 - What advice would you give to potential users on the fence about the use of chatbots for mental health?
 - Would you recommend your chatbot to others for mental health based on your security and privacy perceptions? Why or why not?
 - Rank these three by who you think has the strongest responsibility to protect the mental health data collected by your chatbot: the government, the manufacturer of the chatbot, yourself.
 - Is there any other entity that you believe has a stronger responsibility than any of those three to protect your data?
 - How did your initial expectations about security and privacy match your actual experience with your chatbot in your mental health conversations?
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Section 5: Conclusion

Thank you for taking the time to speak with me today; your perspectives have been extremely helpful. Do you have any key takeaways or opinions that you didn't get a chance to express during our conversation?