GETTING YOUR HELP · TECHNICAL DATASHEET V1.1

How Getting Your Help *is built.*

A high-level overview of the hosted GYH platform for organizations that want to adopt the app, and for the IT or security teams that review that decision.

AUDIENCE	UPDATED	LIVE PAGE
Adopting organizations & IT reviewers	11 September 2026	gettingyourhelp.com/legal/technical-datasheet

01 Product overview

> Getting Your Help is a mental-wellness and personal-growth app. It is **not** a medical or mental-health care provider, and it is not an electronic health record. The program is for reflection, education, and coaching support.

GYH is a **hosted software platform (SaaS)**. Adopting organizations do not install servers. Members use a native mobile app and an optional web portal. Coaches and operators use web consoles. Employers use a corporate portal for seats and aggregated insights.

AUDIENCE	WHAT THEY DO
Members	Self-help program, journal, goals, Ari, coaching, fitness, media.
Life coaches	Onboard, run video sessions, keep notes, receive payouts.
Employer admins	Seats, invites, aggregated engagement metrics — not journal or chat text.
GYH operators	Content, access, coaching operations, platform health.

02 Infrastructure and architecture

Cloud-hosted. No customer-side agents, VPN, or inbound ports. Members need outbound HTTPS, and outbound WebRTC for live video or the Ari avatar.

Members → iOS/Android app (bearer token) or web portal (httpOnly session) → GYH HTTPS REST API → relational database, media/video/AI services, and specialist processors.

COMPONENT	ROLE
Native mobile app	Primary iOS / Android experience. HTTPS REST.
Member web portal	Same program in the browser. Session cookie; API token stays off page JavaScript.
Application API	Public REST API plus coach and admin consoles.
Corporate portal	Seats and insights, isolated from journal and chat content.
Platform monitor	Independent health watcher outside the application servers.

TLS everywhere. MySQL-compatible database. Scheduled backups in separate object storage. Organization-level tenancy on a shared platform — not an on-premise install.

03 Client applications

Native cross-platform app (React Native / Expo) via the Apple App Store and Google Play.

TOPIC	PRACTICE
API	HTTPS REST, JSON, time-limited bearer token.
On-device secrets	Tokens in iOS Keychain / Android Keystore.
Updates	Store releases plus signed over-the-air UI updates.
Languages	English and Spanish.
Permissions	Microphone, camera (avatar stack; device video is not published), notifications, Bluetooth audio. Location is not used.

The web portal uses an httpOnly secure cookie and server-side API proxy. Coach consoles can require TOTP 2FA.

04 Push notifications

Remote push is sent through the **Expo Push Service**. Expo hands the message to the OS push networks: **Apple Push Notification service (APNs)** on iOS and **Firebase Cloud Messaging (FCM)** on Android. GYH does not run its own APNs or FCM connection.

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GYH API → Expo Push API → APNs (iOS) or FCM (Android) → device
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LAYER	WHAT IT DOES
Mobile app	Requests permission, obtains an Expo push token, registers it with the GYH API over authenticated HTTPS.
GYH API	Stores the token on the member account. Posts title/body to Expo's HTTPS push API when an event should notify someone.
Expo Push Service	Fans the message out to Apple or Google. Drops and removes invalid tokens.
APNs / FCM	OS networks that wake the iOS or Android app over each platform's encrypted channel.
On-device reminders	A few reminders (e.g. daily grade alarm) are scheduled locally and never leave the phone.

Members can turn push off in Settings, which unregisters the token. Taps can open the relevant in-app screen. The web portal does not receive mobile push. Payloads are short titles/bodies plus a link — not journal or chat text.

05 Authentication and access control

Access is role-separated. A member token cannot act as a coach or employer admin.

PRINCIPAL	SIGN-IN	SESSION
Member (app)	Password → time-limited JWT on device	Long-lived member session
Member (web)	Same credentials → httpOnly cookie	Browser session
Coach	Coach login; optional TOTP 2FA	Shorter web session
Employer / operator	Dedicated console login	Shorter web session

Passwords are bcrypt-hashed. Tokens use a pinned signing algorithm. Public forms use Cloudflare Turnstile and rate limiting. Customer-managed SAML / SSO is not a standard feature today.

06 Data we process

CATEGORY	EXAMPLES	WHO CAN SEE IT
Account	Name, email, password hash	Member; operators as needed
Self-help	Journal, notes, grades, goals	Member; employers do not get the text
Ari	Chat text, optional transcripts	Member; flagged crisis cases may go to coach / operator
Coaching	Bookings, recordings, notes	Member, their coach, authorized admins
Fitness	Optional activity logs	Member
Billing	Subscription / payment events	Buyer; card data stays with Stripe
Corporate	Seats, roster, engagement counts	Employer admins — metrics only
Devices	Push tokens, coarse user-agent	Used to deliver notifications

Employers do not receive journal text, Ari chat, recordings, fitness detail, or card numbers. That boundary is enforced in the corporate APIs. Location is not collected. GYH is not an EHR.

07 Data security

Practices in use — not a certification claim. No SOC 2, ISO 27001, HIPAA, or FedRAMP assertion in this document.

- All public traffic over HTTPS / TLS. Video uses the provider's encrypted realtime channels.
- Passwords hashed (bcrypt). Selected secrets (e.g. 2FA seeds) encrypted at rest. Phone tokens in the OS secure store.
- Sensitive uploads served only through authenticated, time-limited links. Media uses signed playback.
- Backups stored off the live application server.
- Least-privilege roles. Coach 2FA. Consent versions stored. Bot protection and rate limiting.
- Payments through Stripe. GYH does not store full card numbers.

GYH does not claim field-level encryption of every journal or chat row.

08 Third-party processors

PROCESSOR	PURPOSE
Stripe	Subscriptions, coaching payments, coach payouts
Daily	Coaching video rooms, optional recording
LiveKit / LiveAvatar	Realtime Ari talking-avatar sessions
Google Gemini	Ari conversation and related AI
ElevenLabs	Spoken voice for Ari
Mux	Video and music playback
Resend	Transactional email
Checkr	Coach background checks
Cloudflare	Bot protection, backup storage, uptime monitoring
Expo Push Service	Remote push fan-out to Apple and Google
Apple APNs / Google FCM	OS-level delivery to iOS and Android

GYH does not sell member information.

09 Availability and operations

Hosted SaaS. Independent monitor probes public pages and critical dependencies. Scheduled database backups. Signed OTA for app fixes. Coaching sessions can still be joined from a browser link. This page does not publish an SLA, RPO, or RTO.

10 Safety, consent, and program boundaries

- Not a medical or mental-health provider.
- Subscription and coaching booking require accepting the current disclaimer before payment.
- Coaching sessions may be recorded; AI may draft notes for the coach, with consent.
- Ari will not diagnose, treat, or prescribe. Crisis language includes public helplines (e.g. 988).
- Coaches complete certification and, where required, background checks.

11 Adopting GYH as an organization

1. Buy a seat pool (or invoice offline).
2. Invite employees or share a join code.
3. Employees use the app or web portal with their own GYH account.
4. Seat assignment grants access; it ends when the organization subscription ends.
5. Admins see roster, seats, and aggregated insights.

If egress is locked down, allow HTTPS to GYH and the processors above, plus WebRTC/media ports for video. No inbound connection into the employer network is required. SSO, SCIM, MDM, and data-residency are not standard features in this version.

This is the architecture and data story, not an operations manual. It omits internal hostnames, credentials, token lifetimes, schemas, pricing, and certification badges. For a formal questionnaire or DPA, contact GYH through the usual commercial channel.