

HOW MELOCARE PROTECTS THE FAMILIES YOU SERVE

The Family Keeps Their Own Notebook

No personal or medical information is stored by the church or by MeloCare. It lives on the family's phone, entered by the family.

1 · THE FAMILY TYPES THEIR OWN INFORMATION, ON THEIR OWN PHONE

No church staff member, volunteer, deacon, or pastor enters medical information into MeloCare. The family sets up their own page on their own device. Everything after that — the condition, the medicines and supplements, the appointments, the notes — is written into storage on that phone or laptop.

2 · THE CHURCH CAN NEVER SEE PERSONAL OR MEDICAL DETAIL

- There is no church-side view of a family's health information, because that information is not on our servers to display.
- Leadership sees only two things: which families are approved for sponsorship, and how many needs were covered.
- The support board shows the need — a ride, a meal, two hours of respite — never the diagnosis and never the reason.
- Conversations with MeloCare are not visible to the church, an employer, or an insurer, and are never sold or used for advertising.

3 · SCRIPTURE COMES FROM A CLOSED SHELF, NOT THE OPEN WEB

The assistant has no browsing tool and no open-web retrieval for scripture. The church picks a freely licensed translation at setup, and that choice is passed as a hard parameter. Verses are served verbatim from a local, sandboxed text file that ships with the product. If the model tries to produce a citation on its own, a filter catches it and substitutes the exact wording from the chosen translation, or drops it. A verse that cannot be traced to that shelf does not reach the family.

4 · WHAT THE ASSISTANT WILL NOT DO

- It does not diagnose, dose, or tell anyone to start or stop a medicine.
- It does not decide whether something is safe or unsafe — interaction questions become “take this list to the pharmacist.”
- It does not counsel through crisis or suicidal language; it routes to a person and to emergency help.
- It does not speak for the church, correct anyone's theology, or take positions the church did not choose.
- An output filter reads every answer before the family sees it.

5 · WHY THIS IS THE HONEST POSTURE, NOT A LOOPHOLE

A church care ministry is not a covered entity, and MeloCare receives no records from any clinic or medical system on the church side. Everything in the family's page was typed by the family about themselves. We designed it this way on purpose: the least amount of information held by the fewest number of people is the version that cannot be leaked, subpoenaed from us, or misused by a well-meaning volunteer.

6 · IF A PHONE IS LOST

The family can save one backup file, encrypted in their own browser with a passphrase they choose, and restore it on another device. The file never passes through MeloCare or the church. If the passphrase is forgotten, the file cannot be recovered — we say that plainly on the page, and the printed packet is the paper fallback.

7 · DELETING EVERYTHING

The family clears their profile in the app and it is gone from the device. The church cannot delete it, because the church cannot reach it. There is no central copy for us to purge, because there was never a central copy.

BOTTOM LINE, IN PLAIN WORDS

Think of each family as holding their own notebook. The notebook stays in their hands, in their pocket, on their phone. The church does not read the notebook. We do not read the notebook. What the church sees is a bulletin board with needs on it — a ride Tuesday, a meal Thursday, two hours of relief on Saturday — with no illness attached to any of them. The scripture the family receives comes only from the translation the church chose, quoted word for word, never invented.