At National Online Safety, we believe in empowering parents, carers and trusted adults with the information to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one of many apps that we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guides, hints and tips for adults.

What Parents & Carers Need to Know about

REPLIKA

AGE RATING 17+ UK & EUROPE: RATED 'MATURE'

Replika is an artificial intelligence (AI) chatbot companion that its developers claim users can form an actual emotional connection with. Once users have created an account and chosen a 3D avatar, they select the type of relationship they want with the chatbot: friend, mentor or romantic partner. Using a neural network to hold an ongoing one-on-one conversation, Replika gradually becomes more like the user as it gathers data from their responses. It isn't the only AI chatbot app available, but Replika pushes the boundaries of the concept to offer a highly realistic conversational experience.

WHAT ARE THE RISKS?

INAPPROPRIATE CONTENT

As its age rating suggests, Replika includes content that isn't suitable for children, such as flirtatious messaging and sexual role-play. While the developer has recently updated the app to ensure this can only be accessed by adults who select 'romantic relationship', there are numerous accounts online of sexual content being seen by younger users of the app.

NO SELF-AWARENESS

Replika is designed to seem very human, but it's important to remember that it's a still an AI-powered chatbot that has no self-awareness. This means (as numerous users have highlighted online) that the chatbot sometimes fails to filter out inappropriate content: one user reports, for example, that Replika shared upsetting videos of vicious dogs.

NOT MEDICALLY CERTIFIED

Replika claims to be able to improve users' emotional wellbeing by easing feelings of anxiety and loneliness. However, its disclaimer states "we are not a healthcare or medical device provider ... nor should our services be considered medical care, mental health services or other professional help services." There is no guarantee that Replika can help with mental health issues – it could, in fact, have the opposite effect.

POTENTIAL ADDICTION

Like many apps, Replika is addictive by nature. It encourages the user to provide more information so it can learn about them and become better at conversation. Not only does this mean your child could end up spending a long time on an app where they might share sensitive information, but also that they could find themselves forming an emotional attachment to the human-like chatbot.

IN-APP PURCHASES

Replika is free to download, but its developers *do* offer in-app purchases. Users can pay to upgrade to a 'Pro' version of the app, which unlocks extra content such as additional activities, conversation topics and the ability to hold voice calls with their AI 'companion'. Users can also spend real-world money on the 'gems' used to buy new outfits or different personality traits for their avatar.

Advice for Parents & Carers

SET UP PARENTAL CONTROLS

Replika doesn't feature its own in-game parental controls, but most mobile devices come with these controls built in. On iOS devices, for instances, you can set content and privacy restrictions – so if you don't want your child to be using 17+ rated apps like Replika, you can adjust the settings to prevent these from being downloaded.

TALK ABOUT THE DANGERS

If your child is determined to use Replika and you're happy for them to download it, then it's vital you talk to them first about the possible dangers of this type of app. For example, it's key that they understand not to give out any information which is personal or could be used to identify them – and it would be prudent to warn them about the potential of being exposed to mature content on the app.

WATCH FOR WARNING SIGNS

If you're concerned that your child is spending too much time on Replika and might be forming an unhealthy emotional connection with their chatbot, it's important to look out for the warning signs. They may be giving increasing priority to the app ahead of more important everyday activities (such as doing homework or eating meals) or could be showing signs of irritability and a lack of concentration.

SEEK PROFESSIONAL HELP

If your child is suggesting that they should use Replika for mental health reasons – because they're lonely or having feelings of anxiety, for example – it would be sensible to recommend other options to them. Replika's developers freely admit that they are not a certified mental health service, so if your child needs help it would unquestionably be best to consult a qualified professional instead.

Meet Our Expert

Carly Page is an experienced technology journalist with a track record of more than 10 years in the industry. Previously the editor of tech tabloid The Inquirer, Carly is now a freelance technology journalist, editor and consultant.

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