

# HealthAI Terms and Conditions

Current as of 21st January, 2025

Welcome to **HealthAI**. These Terms and Conditions ("Terms") govern your use of our Progressive Web App, website, services, and any related applications (collectively, the "Services"). By accessing or using our Progressive Web App, you agree to comply with these Terms.

## Acceptance of Terms

By accessing and using the Progressive Web App, you acknowledge that you have read, understood, and agree to be bound by these Terms. This is a legally binding agreement between you ("User" or "you") and **HealthAI**, the provider of the App ("we," "us," "our").

## Use of Services

- **Eligibility:** Individuals 12 years and older with sufficient mental capacity to understand the tests and their implications, may grant informed consent. Where the individual is a child younger than 12 years, or a child older than 12 years but not mature enough or lacking the capacity to make decisions, or an adult with diminished legal capacity, the individual's lawful representative must act on behalf of the individual.
- **Account Information:** You are responsible for maintaining the confidentiality of your account information and for all activities that occur under your account. Please notify us immediately of any unauthorised use of your account.
- **Prohibited Activities:** You agree not to use our Services for any unlawful or prohibited activities, including but not limited to:
  - Hacking, phishing, or introducing malicious software.
  - Violating any applicable laws or regulations.
  - Infringing on the rights of others, including intellectual property rights.

## Health Information

- **Accuracy of Information:** You are responsible for ensuring that any information you provide is accurate and up to date. We are not responsible for any consequences resulting from inaccurate or incomplete information.
- **Medical Advice Disclaimer:** Our Progressive Web App provides information intended to enhance general health awareness and is not a substitute for professional medical advice, diagnosis, or treatment. Always consult a qualified healthcare provider for personalised medical guidance. Use of the Progressive Web App does not establish a doctor-patient relationship between you and **HealthAI**.

## Intellectual Property

- **Ownership:** All content, trademarks, logos, and other intellectual property displayed on our Services are the property of HealthAI or our licensors. You may not use, reproduce, or distribute any content from our Services without our prior written consent.
- **User-Generated Content:** By submitting any content to us (e.g., answers, reviews, comments), you grant us a non-exclusive, royalty-free, perpetual, and worldwide licence to use, reproduce, modify, and distribute such content in connection with our Services. We are committed to protecting your privacy. Our Privacy Policy outlines how we collect, use, and protect your personal data. By using the Progressive Web App, you consent to the collection and use of your data as described in our Privacy Policy.
- **Personal Data Collected:** We collect information that you voluntarily provide, such as age, lifestyle data, blood test results, and other health-related information necessary to generate your biological age score.
- **Data Usage:** Your data is used to provide you with personalised insights regarding your biological age and lifestyle recommendations. We may also use aggregated, anonymised data for analytical and research purposes to improve our services.
- **Third-Party Services:** Our Progressive Web App may integrate with third-party services (e.g., labs, health tracking devices) to retrieve health data with your permission. We do not control the privacy policies of these third parties and encourage you to review their privacy practices.

## Account Registration and Security

To access certain features, you may be required to create an account. You agree to:

- Provide accurate and complete information during registration.
- Keep your password secure and confidential.
- Notify us immediately of any unauthorised access to your account.

We reserve the right to terminate accounts that provide false or incomplete information or breach any part of these Terms.

## Licence and Restrictions

We grant you a limited, non-exclusive, non-transferable licence to use the Progressive Web App for personal, non-commercial purposes. You agree not to:

- Reproduce, distribute, or publicly display the Progressive Web App's content without our consent.
- Interfere with the Progressive Web App's operation or attempt to access protected areas of the Progressive Web App.
- Use the Progressive Web App for unlawful purposes.

## Subscription and Fees

Certain features of the Progressive Web App may require payment. By choosing to subscribe, you agree to pay the fees associated with the selected subscription plan. All payments are non-refundable unless specified otherwise by us. Subscription plans will auto-renew unless cancelled before the renewal date.

## Modifications and Updates

We reserve the right to modify or discontinue, temporarily or permanently, the Progressive Web App or any part of it, with or without notice. We may also update these Terms from time to time. Continued use of the Progressive Web App constitutes your acceptance of the revised Terms.

## Limitation of Liability

- No Warranties: Our Services are provided on an "as-is" and "as-available" basis. We make no warranties, express or implied, regarding the accuracy, completeness, or reliability of our Services.
- Limitation of Liability: To the fullest extent permitted by law, HealthAI shall not be liable for any indirect, incidental, special, or consequential damages arising out of or in connection with your use of our Progressive Web App.

## Indemnification

You agree to indemnify and hold harmless HealthAI, its affiliates, officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, and expenses arising out of your use of the Progressive Web App, breach of these Terms, or violation of any law or the rights of a third party.

## Termination

We may terminate or suspend your account or access to the Progressive Web App at our discretion for violation of these Terms or any applicable law. Upon termination, all licences and rights granted to you under these Terms will cease immediately.

## Governing Law

These Terms shall be governed by and construed in accordance with the laws of the United Kingdom, without regard to its conflict of law principles. Any legal action or proceeding arising out of or related to these Terms shall be brought exclusively in the courts located in the United Kingdom.

## Changes to These Terms

We may update these Terms from time to time. Any changes will be effective immediately upon posting on our web Progressive Web App. Your continued use of our Services after the posting of changes constitutes your acceptance of such changes.

## Disclaimer

The insights and information provided by **HealthAI** are intended solely for general wellness purposes. They should not replace professional medical guidance, nor be used as the basis for medical decisions. Always consult a qualified healthcare provider for any health-related concerns.

By using this App, you accept that **HealthAI Ltd.** is not liable for any outcomes related to the use of the App's information.

## Contact Information

If you have any questions or concerns about these Terms, please contact us at:

HealthAI

<https://healthai.live/>

Email: [info@healthai.live](mailto:info@healthai.live)

WhatsApp: +27 83 257 6353

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