

ACCEPTABLE USE POLICY

Last Updated: 14 May 2026 | Effective Date: 14 May 2026 |

This Acceptable Use Policy ("AUP") sets out the rules and standards governing your use of the CliqHealth application and related services. This AUP forms part of our Terms of Service (Part II) and must be read in conjunction with our Privacy Policy (Part I). By using CliqHealth, you agree to comply with this AUP.

1. PURPOSE AND SCOPE

This Acceptable Use Policy applies to all users of the CliqHealth application, website, and associated services worldwide. It applies to all interactions with the Service, including data submission, use of AI features, account management, and any communications through the platform.

CliqHealth is designed to be a trusted, safe, and effective health and wellness companion. This policy exists to protect users, protect the integrity of health information, safeguard our platform, and ensure compliance with applicable law.

2. PERMITTED USES

You may use CliqHealth for the following purposes:

Permitted Use	Description
Personal health tracking	Tracking your own diet, nutrition, fitness, and sleep data
Meal logging	Recording meals and nutritional intake for personal wellness
Fitness monitoring	Tracking workouts, activity, and physical health metrics
Health education	Learning about nutrition and wellness for personal benefit
Goal setting	Setting and monitoring personal health and wellness goals
Wearable sync	Connecting and syncing personal wearable devices
Family health (adults)	With appropriate consent, managing household wellness data

3. PROHIBITED ACTIVITIES — HEALTH AND SAFETY

Given CliqHealth's role as a health and wellness application, the following activities are strictly prohibited because they could cause direct harm to users or others:

- Deliberately entering false, misleading, or inaccurate health data that could skew your wellness insights in a harmful direction
- Using the app to support, encourage, or document disordered eating behaviours, extreme caloric restriction, or other harmful dietary practices
- Sharing your account with others in a way that causes inaccurate health data to be associated with the wrong person
- Relying on CliqHealth as your sole source of nutritional guidance during active medical treatment, chemotherapy, pregnancy, or other high-risk health conditions without professional medical oversight
- Using the app to circumvent professional medical or dietitian advice that has been provided to you
- Encouraging or assisting others to use health information from the app as a substitute for professional medical consultation

4. PROHIBITED ACTIVITIES — TECHNICAL AND SECURITY

The following technical activities are prohibited:

- Attempting to gain unauthorised access to the CliqHealth platform, servers, networks, or other users' accounts
- Conducting penetration testing, vulnerability scanning, or security assessments of the Service without written authorisation from CliqHealth
- Reverse engineering, decompiling, disassembling, or attempting to derive the source code of the application
- Intercepting, monitoring, or accessing other users' data or communications
- Using automated tools, bots, scrapers, or crawlers to access or extract data from the Service
- Uploading, transmitting, or introducing viruses, malware, ransomware, spyware, or any other harmful code
- Attempting to overwhelm, crash, or disrupt the Service through denial-of-service attacks or similar methods
- Exploiting bugs, vulnerabilities, or errors in the Service rather than reporting them responsibly to contact@cliqhealth.ai
- Using the Service to mine cryptocurrency or perform computationally intensive tasks unrelated to its purpose
- Circumventing, bypassing, or disabling any security features, access controls, or content protection measures

5. PROHIBITED ACTIVITIES — LEGAL AND COMPLIANCE

The following legally non-compliant activities are prohibited:

- Using the Service to engage in any activity that violates applicable law, regulation, or regulatory guidance
- Processing or submitting any personal data of third parties through the Service without their explicit consent

- Using the Service to collect or harvest personal data about other users
- Submitting content that infringes any third-party intellectual property rights, including copyrights, trademarks, or patents
- Using the Service to engage in any form of fraudulent activity or misrepresentation
- Creating accounts using false identities or submitting false information during registration
- Using the Service for any commercial purpose, including commercial food product promotion or dietary supplement marketing, without CliqHealth's written consent
- Using the Service in any jurisdiction where doing so would violate applicable local law

6. AI FEATURES — RESPONSIBLE USE

CliqHealth's AI-powered features, including food recognition, nutritional analysis, and health insights, are subject to specific responsible use requirements:

- Do not attempt to manipulate, deceive, or "jailbreak" the AI systems through adversarial inputs, prompt injection, or deliberate testing of system limits outside of legitimate use
- Do not rely on AI-generated allergen information as the sole basis for decisions if you have a severe or life-threatening allergy
- Do not use AI-generated nutritional information as precise medical dietary advice; treat all outputs as estimates
- Do not share AI-generated health insights with others in a context that implies clinical or medical authority
- Report any AI outputs that appear inaccurate, harmful, or unexpected via the in-app feedback function or at contact@cliqhealth.ai

AI food recognition provides estimates only. For precise dietary needs related to medical conditions, always consult a registered dietitian or healthcare professional.

7. DATA INTEGRITY AND ACCURACY

To ensure the Service functions accurately and safely:

- Provide accurate personal information during account creation and in your health profile
- Report food, fitness, and health data honestly and accurately
- Update your profile information if your health circumstances change significantly
- Do not deliberately manipulate data entries to generate misleading insights
- Understand that the quality of insights generated by the Service depends on the accuracy of data you provide

8. CHILDREN AND VULNERABLE USERS

Special protections apply to ensure the safety of children and vulnerable users:

- The Service is not intended for children under 16. If you are under 16, you must obtain verifiable parental or guardian consent before using the Service
- Parents and guardians are responsible for supervising any use of the Service by minors under their care

- If you are aware of a child under 16 using the Service without appropriate consent, please report this to contact@cliqhealth.ai
- Users who are pregnant, breastfeeding, or have specific medical conditions should exercise particular caution and seek professional advice before relying on any nutritional guidance from the app
- If you are in recovery from an eating disorder or are currently receiving treatment for a mental health condition related to food or body image, we strongly recommend consulting your healthcare team before using health tracking features

9. ENFORCEMENT AND CONSEQUENCES

9.1 Our Rights

CliqHealth reserves the right to:

- Monitor the Service for compliance with this AUP
- Investigate any suspected violations of this AUP
- Suspend or terminate accounts that violate this AUP, without prior notice
- Remove or restrict access to content that violates this AUP
- Report illegal activities to the appropriate authorities
- Cooperate with law enforcement investigations

9.2 Consequences of Violations

Violation Severity	Example	Consequence
Minor	Inaccurate data entry, technical misuse	Warning issued
Moderate	Commercial misuse, data scraping	Feature restriction or temporary suspension
Serious	Security attacks, data harvesting	Immediate account termination
Criminal	Fraud, unlawful activity, hacking	Termination and referral to law enforcement

9.3 Appeals

If you believe your account has been incorrectly suspended or terminated, you may appeal by contacting contact@cliqhealth.ai within 30 days of the suspension notice. We will review your appeal and respond within 14 business days.

10. REPORTING VIOLATIONS AND CONTACT

If you become aware of any violation of this Acceptable Use Policy, or if you have concerns about the safety, accuracy, or integrity of any content or feature within the Service, please report it to us: contact@cliqhealth.ai

We take all reports seriously and will respond to security and safety concerns as a priority.