

LETOGLOW

Terms and Conditions

Effective 19 June 2026

These Terms and Conditions ("Terms") govern your use of the LetoGlow mobile application (the "App"), provided by LetoGlow Pty Ltd (ACN 681 730 147, ABN 78 681 730 147) ("LetoGlow", "we", "us", "our"), based in New South Wales, Australia. By signing up for or using the App, you agree to these Terms. If you do not agree, please do not use the App.

Registered office: Unit 2C, 17 Uriarra Rd, Queanbeyan NSW 2620, Australia. Contact: letoglow@gmail.com.

What LetoGlow is

LetoGlow is a supportive companion that helps parents understand and track their baby's NICU and postpartum journey, record milestones, keep a journal, and access general educational content, including the LetoGlow NICU Pathway.

Not medical advice

LetoGlow is for general information and personal tracking only. It is not a medical device and does not provide medical advice, diagnosis or treatment.

The NICU Pathway levels, milestones and educational content are a general, supportive framework; they are not a clinical assessment of your baby and may not reflect your baby's specific situation.

Always follow the guidance of your baby's doctors, nurses and NICU care team, and seek professional medical advice for any health questions or concerns. Never disregard or delay professional advice because of something in the App.

In an emergency, call 000 (in Australia) or your local emergency number immediately.

Who can use the App

You must be at least 18 years old and the parent or guardian of the baby whose information you enter, or otherwise authorised to enter that information.

Your responsibilities

You are responsible for the accuracy of the information you enter and for keeping your device secure, since your data is stored on your device.

You agree to use the App only for its intended, lawful, personal purpose.

Intellectual property

The App, its content, design, and the LetoGlow name, logo and "NICU Pathway" framework are owned by LetoGlow or its licensors and are protected by law. The journal entries and other content you create remain yours.

You may not copy, modify, distribute, reverse-engineer or commercially exploit the App or its content without our written permission.

Privacy

Your use of the App is also governed by our Privacy Policy, which explains how we handle your information. Please read it alongside these Terms.

Australian Consumer Law

Our App comes with guarantees that cannot be excluded under the Australian Consumer Law (ACL). Nothing in these Terms excludes, restricts or modifies any guarantee, right or remedy you have under the ACL or other law that cannot lawfully be excluded.

Disclaimers and limitation of liability

To the maximum extent permitted by law, and subject to your rights under the Australian Consumer Law, the App is provided "as is". We do not warrant that it will be error-free, uninterrupted, or suitable for any particular medical or clinical purpose.

To the extent permitted by law, we are not liable for any loss or damage arising from your reliance on the App or its content, including any decision made in connection with your baby's care. Where our liability cannot be excluded but can be limited, our liability is limited to re-supplying the App or the cost of doing so.

Changes to the App and these Terms

We may update, change or discontinue features of the App, and we may update these Terms from time to time. The current version, with its effective date, will be available within the App. Continued use after a change means you accept the updated Terms.

Governing law

These Terms are governed by the laws of New South Wales, Australia, and you submit to the non-exclusive jurisdiction of the courts of that place.

Contact

Questions about these Terms? Contact us at letoglow@gmail.com.