

GlideScale Pro Data & Wellness Use Policy

Version 1.0

Effective Date: 20 May 2026

This Data & Wellness Use Policy (“Policy”) governs access to and use of the GlideScale Pro application, website, forums, notifications, automated summaries, and related services (collectively, the “Services”) operated by GLIDESCALE PRO PTY LTD (ABN 64 687 201 645) (“GlideScale Pro”, “we”, “our”, or “us”).

By creating an account, accessing, or using the Services, you acknowledge that you have read, understood, and agreed to this Policy.

1. Wellness-Only Platform

GlideScale Pro is a general wellness and lifestyle tracking platform only.

The Services are designed solely for personal wellness record keeping, user-directed tracking of lifestyle information, automated wellness summaries based on user-entered data, and general informational purposes.

The Services are not intended to diagnose disease or medical conditions, provide medical advice or clinical care, replace healthcare professionals, monitor treatment safety, provide therapeutic recommendations, guide medication dosing, assess treatment effectiveness, detect emergencies or adverse events, or support clinical decision-making.

GlideScale Pro is not represented as a therapeutic good, medical device, clinical monitoring system, digital therapeutic, or healthcare service under applicable Australian or international laws.

2. User Responsibility

You acknowledge and agree that you are solely responsible for all healthcare, medication, treatment, and lifestyle decisions, and that you use the Services entirely at your own risk.

You must seek independent professional medical advice from appropriately qualified healthcare providers regarding any medical concerns.

The Services do not create a doctor-patient relationship, clinician-patient relationship, healthcare provider relationship, or fiduciary relationship.

No clinician monitors, reviews, validates, or supervises user data within the Services.

3. Automated Wellness Summaries

The Services may generate automated wellness summaries using artificial intelligence technology.

These summaries are automatically generated from user-entered information, are non-clinical and informational only, are not reviewed by healthcare professionals, and may contain inaccuracies, omissions, errors, or incomplete information.

Automated summaries must not be relied upon for diagnosis, treatment decisions, medication management, risk assessment, emergency situations, clinical interpretation, or healthcare planning.

4. No Medical Monitoring or Safety Services

GlideScale Pro does not provide real-time monitoring, monitor medication safety, detect overdose risks, detect adverse reactions, provide emergency warnings, contact healthcare providers, or guarantee reminder delivery.

Reminder notifications are user-configured convenience features only and may fail, be delayed, or not appear due to device settings, internet interruptions, operating system limitations, third-party service outages, software issues, or platform restrictions.

5. User-Entered Data

The Services allow users to voluntarily enter wellness-related information including weight records, glucose records, medication names and dose logs, side effect entries, timestamps, and tracking activity.

All data is entered voluntarily by users and is not independently verified by GlideScale Pro.

6. Data Storage & Processing

User information is stored using cloud-based infrastructure hosted through Heroku, Amazon Web Services (AWS), and related service providers.

Current hosting infrastructure is located within Europe-based data centres.

Some user-entered information may be processed through third-party artificial intelligence providers, including Google Gemini API services, solely for generating automated wellness summaries.

Based on current implementation, prompts are not retained by the AI provider for AI model training purposes.

7. Automated Processing

By using the Services, users acknowledge and consent to automated processing of user-entered information for the purpose of generating wellness summaries, reminders, and app functionality.

Automated outputs are generated by software systems and artificial intelligence technologies without clinical oversight or human review.

8. International Data Transfers

By using the Services, users acknowledge and consent to information being transferred to, stored in, and processed in multiple jurisdictions including Australia, European Union jurisdictions, and the United States.

9. No HIPAA-Covered Healthcare Services

GlideScale Pro is not a healthcare provider, health insurer, or healthcare clearinghouse.

Information submitted to the Services is not intended to constitute “protected health information” under the United States Health Insurance Portability and Accountability Act of 1996 (“HIPAA”).

The Services are consumer wellness tools only and are not intended to provide regulated healthcare services.

10. De-Identified & Aggregated Information

GlideScale Pro may create aggregated, anonymised, or de-identified information derived from user activity or wellness tracking data.

Such information may be used for analytics, research, service improvement, operational purposes, statistical reporting, and product development.

11. Forums & Public Content

The Services may include public forum or community features.

Information voluntarily posted publicly may be visible to other users. Users should avoid posting sensitive medical or identifying information publicly.

12. Security Disclaimer

No method of electronic transmission, cloud storage, or internet-connected software can be guaranteed completely secure.

By using the Services, users acknowledge and accept the inherent security and privacy risks associated with online platforms and cloud-based data storage.

13. Legal Disclosure

GlideScale Pro may disclose information where reasonably necessary to comply with applicable law, legal process, regulatory obligations, fraud prevention requirements, or security investigations.

14. Service Availability & Termination

GlideScale Pro may modify, suspend, restrict, or discontinue any part of the Services at any time without liability.

Accounts may be suspended or terminated where users violate policies, misuse the Services, create security risks, or expose GlideScale Pro to legal or regulatory risk.

15. Prohibited Uses

The Services must not be used for clinical care, medical diagnosis, treatment planning, medication titration, emergency monitoring, chronic disease management, healthcare delivery, or clinical decision-making.

Users must not rely on the Services as a substitute for professional healthcare advice or supervision.

16. Assumption of Risk

Users voluntarily assume all risks associated with use of the Services, including reliance on automated summaries, software interruptions, reminder failures, inaccurate data, or user-generated content.

17. Limitation of Liability

To the maximum extent permitted by law, GLIDESCALE PRO PTY LTD and its affiliates exclude all liability arising from use of the Services, reliance on automated summaries, reminder failures, inaccurate data, healthcare decisions, medication decisions, delayed medical care, or adverse health outcomes.

Where liability cannot legally be excluded, total liability is limited to the amount paid by the user for the Services during the preceding 12 months.

18. No Warranty

The Services are provided on an “as is” and “as available” basis without warranties regarding accuracy, reliability, uptime, uninterrupted access, or fitness for purpose.

19. Consumer Health Data Rights

Depending on jurisdiction, users may have rights relating to access, correction, deletion, withdrawal of consent, or limitations on processing of consumer health data.

Requests may be submitted to glidescalepro@gmail.com.

20. Governing Law

This Policy is governed by the laws of New South Wales, Australia. Any disputes are subject to the exclusive jurisdiction of the courts of New South Wales, Australia.

21. Contact Information

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