

GlideScale Pro Terms & Conditions

Version 1.0

Effective Date: 20 May 2026

These Terms & Conditions (“Terms”) govern access to and use of the GlideScale Pro mobile application, website, community features, automated summaries, exports, notifications, and related services (collectively, the “Services”) operated by GLIDESCALE PRO PTY LTD (ABN 64 687 201 645) (“GlideScale Pro”, “we”, “our”, or “us”).

By accessing, downloading, registering for, or using the Services, you acknowledge that you have read, understood, and agreed to be legally bound by these Terms.

1. Wellness-Only Platform

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

The Services are designed for personal wellness tracking, user-directed logging, automated wellness summaries, charting, and informational purposes only.

The Services are not intended to diagnose, treat, cure, prevent, monitor, or manage disease or medical conditions and are not intended to replace professional medical advice, diagnosis, treatment, or healthcare services.

GlideScale Pro is not represented as a medical device, therapeutic good, healthcare service, clinical monitoring platform, or digital therapeutic under Australian Therapeutic Goods Administration (TGA) laws or other international regulatory frameworks.

2. No Medical Advice

The Services do not provide medical advice, treatment recommendations, medication guidance, therapeutic recommendations, emergency services, or clinical oversight.

Automated summaries, reminders, graphs, exports, dashboards, and app content are informational only and must not be relied upon for healthcare or medication decisions.

Users must seek independent advice from qualified healthcare professionals regarding all medical concerns.

3. User Eligibility

The Services are intended solely for individuals aged 18 years or older.

By using the Services, users confirm they are at least 18 years old and legally capable of entering into binding agreements.

4. User Responsibility

Users remain solely responsible for: - medication schedules and administration; - healthcare decisions; - treatment decisions; - interpretation of personal health information; - seeking medical care; and - emergency response actions.

No clinician reviews or monitors user data within the Services.

5. Account Registration

Users must provide accurate registration information and maintain confidentiality of login credentials.

Users are responsible for all activity occurring under their account.

6. Features & Functionality

The Services may include: - medication logging; - weight tracking; - glucose logging; - side effect tracking; - reminders and notifications; - charts and visualisations; - exportable reports; - community forum participation; and - automated wellness summaries.

Features may change, be modified, restricted, suspended, or removed at any time without notice.

7. AI-Generated Summaries

The Services may use artificial intelligence technologies, including Google Gemini API services, to generate automated wellness summaries.

AI-generated outputs: - are automatically generated from user-entered data; - are not reviewed by healthcare professionals; - may contain inaccuracies or errors; - are non-clinical and informational only.

Users assume all risk associated with reliance on AI-generated content.

8. No Medical Monitoring

GlideScale Pro does not: - monitor medical conditions; - monitor medication safety; - detect emergencies or adverse events; - provide emergency alerts; - contact emergency services; or - guarantee reminder delivery.

Reminder notifications are convenience features only and may fail due to technical or platform-related issues.

9. Community Features

Users may participate in forums or share graphs, comments, and related content.

Users must not post: - unlawful content; - abusive or defamatory content; - misleading medical claims; - emergency situations; - identifying healthcare records; or - harmful or inappropriate material.

GlideScale Pro reserves the right to remove content or suspend accounts at its discretion.

10. User Content Licence

Users retain ownership of content they submit but grant GlideScale Pro a worldwide, non-exclusive, royalty-free licence to host, display, store, reproduce, and process user content for operation of the Services.

11. Data Exports & Reports

Exported reports, charts, CSV files, and PDF summaries are generated automatically from user-entered information.

These exports are informational only and are not certified medical records.

12. Intellectual Property

All app content, software, branding, interfaces, designs, text, graphics, workflows, source materials, and functionality remain the exclusive property of GLIDESCALE PRO PTY LTD.

Users must not: - copy; - reverse engineer; - reproduce; - modify; - distribute; or - commercially exploit any part of the Services without written permission.

13. Privacy

Use of the Services is also governed by the GlideScale Pro Privacy Policy and Data & Wellness Use Policy.

14. Assumption of Risk

Users voluntarily assume all risks associated with: - use of the Services; - reliance on automated summaries; - reminder failures; - inaccurate data; - software interruptions; - AI-generated content; and - community discussions or user-generated content.

15. Limitation of Liability

To the maximum extent permitted by law, GLIDESCALE PRO PTY LTD and its affiliates exclude all liability arising from or related to: - use of the Services; - healthcare or medication decisions; - reliance on app content; - AI-generated summaries; - delayed medical care; - reminder failures; - data inaccuracies; - software outages; 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.

16. No Warranty

The Services are provided on an “as is” and “as available” basis without warranties regarding: - accuracy; - reliability; - uptime; - uninterrupted availability; - security; - fitness for purpose; or - medical suitability.

17. Indemnity

Users agree to indemnify and hold harmless GLIDESCALE PRO PTY LTD and its affiliates from claims, losses, liabilities, damages, or expenses arising from: - use or misuse of the Services; - reliance on app content; - user-generated content; - healthcare decisions; or - breach of these Terms.

18. Suspension & Termination

GlideScale Pro may suspend, restrict, or terminate accounts at any time where users: - breach these Terms; - misuse the Services; - create security risks; or - expose GlideScale Pro to legal or regulatory risk.

19. Regulatory Position

Users acknowledge that the Services are intended solely as a consumer wellness platform and not for clinical care, diagnosis, treatment planning, disease management, or healthcare delivery.

20. Governing Law

These Terms are governed by the laws of New South Wales, Australia.

Any disputes arising from these Terms or the Services are subject to the exclusive jurisdiction of the courts of New South Wales, Australia.

21. Contact Information

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