

TAOS

Terms of Service / User Agreement

Effective date: June 1, 2026. Last updated: June 13, 2026.

Table of Contents

1. Introduction
2. Who We Are and How to Contact Us
3. When This Agreement Applies
4. Who May Use TAOS
5. TAOS Does Not Provide Medical Services
6. Registration and User Requirements
7. Rules for Using the Platform
8. Limited License to the Platform
9. License to User Content
10. Use at Your Own Risk
11. Use of the Platform by Minors
12. Subscriptions, Payments, Cancellation, and Refunds
13. Account Security
14. Disclaimer of Warranties
15. Limitation of Liability
16. Use of Mobile Devices
17. Third-Party Services and Links
18. Feedback and Suggestions
19. Enforcement of This Agreement
20. Maintenance and Updates
21. Indemnification
22. Dispute Resolution and Governing Law
23. Data Storage and Security
24. Notice of Rights Infringement and Removal of Materials
25. Miscellaneous
26. Privacy Policy and Consent to Data Processing

1. Introduction

1.1. Please read this Terms of Service / User Agreement carefully (the “Agreement”). This Agreement is a legally binding contract between you and TAOS Limited Liability Company (TAOS LLC), which owns and operates the TAOS digital platform (referred to as “TAOS,” the “Platform,” the “Company,” “we,” “us,” or “our”).

1.2. TAOS provides a software platform for collecting, organizing, storing, displaying, and transmitting a user’s health data to a doctor, healthcare organization, dietitian, nutritionist, fitness trainer, nutrition professional, health and wellness professional, or other professional selected by the user. TAOS is not a healthcare provider, does not provide medical services, does not diagnose medical conditions, does not prescribe treatment, and does not replace an in-person or remote consultation with a doctor.

1.3. Access to the TAOS application, website, personal account, subscriptions, monitoring features, device integrations, and other related services is provided only after acceptance of this Agreement. If you do not agree to this Agreement, you must not use TAOS.

1.4. By creating an account, connecting data sources, purchasing a subscription, granting access to a Selected Professional, or otherwise using TAOS, you confirm that you have read, understood, and accepted this Agreement.

1.5. In addition to this Agreement, use of TAOS is governed by the [TAOS Privacy Policy](#), the [TAOS Refund Policy](#), the Cookie Policy, and any other documents referenced by the Platform. Those documents form an integral part of the contract between you and the Company.

1.6. This Agreement governs the general terms of use of TAOS; the [TAOS Privacy Policy](#) governs the processing of personal data and health data; and the [TAOS Refund Policy](#) governs payments, subscription cancellation, and refunds. If the documents conflict, the document that specifically regulates the relevant matter will prevail, subject to mandatory applicable law.

2. Who We Are and How to Contact Us

2.1. The Platform is operated by TAOS Limited Liability Company (TAOS LLC), a company registered in the Republic of Armenia under registration number 264.110.1483827 (referred to as “TAOS,” the “Company,” “we,” “us,” or “our”).

2.2. The Company’s registered address is: 18/2 Sevkaretsi Sako Street, Arabkir Administrative District, Yerevan 0012, Republic of Armenia.

2.3. For all questions relating to the operation of the Platform, this Agreement, personal data, subscriptions, payments, refunds, or account deletion, contact us at support@taos.health. The Company’s website is <https://www.taos.health>.

Related documents: [TAOS Privacy Policy](#); [TAOS Refund Policy](#).

2.4. TAOS is a provider of a software platform. Doctors, clinics, healthcare organizations, dietitians, nutritionists, fitness trainers, nutrition professionals, health and wellness professionals, and other professionals who use TAOS to view user data are persons or organizations independent from the Company, unless a separate written agreement expressly provides otherwise.

2.5. In this Agreement, “Selected Professional” means a doctor, clinic, healthcare organization, dietitian, nutritionist, fitness trainer, nutrition professional, health and wellness professional, or another person or organization independently selected or connected by the user through TAOS to view the user’s data. If the Selected Professional is not a licensed healthcare professional, their services do not constitute medical consultation, diagnosis, or treatment.

3. When This Agreement Applies

3.1. This Agreement applies to use of the TAOS mobile application, the website at <https://www.taos.health>, personal accounts, professional dashboards, integrations, application programming interfaces, subscriptions, checkout pages, notifications, reports, materials, and all related services and features offered by the Company.

3.2. If a user purchases a subscription through a third-party Payment Provider, including App Store, Google Play, Paddle, Stripe, or another payment service, the relevant provider’s terms also apply. If this Agreement conflicts with the provider’s rules, the mandatory provisions of those rules and applicable law will prevail.

3.3. If a user connects to a doctor, clinic, dietitian, nutritionist, fitness trainer, or another professional through a QR code, invitation link, professional code, or another connection method, this Agreement continues to govern the relationship between the user and TAOS as a technology platform. The relationship between the user and the Selected Professional is governed separately.

4. Who May Use TAOS

4.1. TAOS may be used by persons who are at least 18 years old, unless otherwise permitted by applicable law and the functionality of the Platform.

4.2. If TAOS is used to monitor the data of a minor patient, the account must be created and managed by a parent, legal guardian, or another person who has the legal authority to consent to the processing of the minor's data.

4.3. We do not knowingly collect children's personal data without the consent of a parent or legal guardian where such consent is required by law.

4.4. When a minor is registered or their data is connected, the Platform may request confirmation that the person providing the data is the minor's parent or legal guardian and has the authority to consent to the processing of the data.

4.5. Certain TAOS features may be unavailable to users under 18 or to users in particular countries because of legal requirements, Payment Provider rules, device-provider restrictions, or healthcare regulations.

4.6. If you become aware that a person is using TAOS in violation of age restrictions or without the required lawful consent, notify us at support@taos.health. We will review the report and, where appropriate, restrict access or delete the account.

5. TAOS Does Not Provide Medical Services

5.1. The Company is not a healthcare provider and does not provide medical services. TAOS is a technology platform for collecting, organizing, displaying, and transmitting health data to a doctor, clinic, dietitian, nutritionist, fitness trainer, or another Selected Professional chosen by the user. TAOS does not replace medical consultation, diagnosis, treatment, prescription of medicines, changes in dosage, medical supervision, or emergency care.

5.2. All data, charts, notifications, reminders, reports, summaries, indicators, comments, automated messages, and other information in TAOS are provided solely for informational and organizational purposes. They do not constitute a medical diagnosis, treatment prescription, medical opinion, or recommendation to change treatment without professional advice.

5.3. A user must consult a qualified doctor or another licensed healthcare professional before making any decision that may affect health, treatment, nutrition, physical activity, medication use, dosage, use of medical devices, or any other medical matter.

5.4. You must never disregard professional medical advice, cancel or delay a medical appointment, or change treatment or medication dosage based on information displayed in TAOS.

5.5. If you believe that you or another person requires urgent medical assistance, immediately contact the local emergency services, call an ambulance, or attend the nearest emergency department. TAOS is not intended for use in emergencies.

5.6. Doctors, clinics, dietitians, nutritionists, fitness trainers, and other professionals who receive access to user data through TAOS are independent persons or organizations. The Company does not control their medical, dietary, fitness, wellness, or other professional decisions and is not responsible for their consultations, recommendations, prescriptions, acts, omissions, response times, or quality of services.

5.7. Certain texts, translations, prompts, notifications, or summaries may be created or processed using artificial intelligence technologies or automated systems. Such materials are intended to help organize information and do not replace professional medical judgment.

5.8. The Company does not guarantee the accuracy, completeness, timeliness, or suitability of information generated automatically, received from third-party devices, entered by the user, or transmitted through third-party services. The user and the Selected Professional must independently verify the data before making any decision.

5.9. If the Selected Professional is not a licensed doctor or healthcare organization, their recommendations concerning nutrition, physical activity, lifestyle, wellness, or exercise do not constitute medical care,

diagnosis, or treatment. The user is responsible for verifying the professional's qualifications and must consult a doctor regarding diagnosis, treatment, medicines, dosage, and medical conditions.

6. Registration and User Requirements

6.1. To use TAOS, you may be required to create an account. When registering, you agree to provide accurate, current, and complete information and to update it promptly when it changes.

6.2. A TAOS account may store and transmit health data, including glucose readings, continuous glucose monitoring data, glucose meter data, Apple Health and Google Health Connect data, physical activity, weight, sleep, heart rate, manual entries, laboratory results, medical records, prescriptions, symptoms, notes, and other information that the user enters or connects through available integrations.

6.3. By accepting this Agreement, you confirm that you have the right to provide the data that you enter or connect to TAOS and authorize the Company to process it for operation of the Platform, security, device synchronization, display and transmission to your Selected Professional, technical support, and compliance with legal requirements.

6.4. If you provide another person's data, including the data of a child, elderly relative, or patient, you confirm that you have the legal authority to act on that person's behalf and to provide all required consents for processing and transmission of their data.

6.5. For users in the European Economic Area, the United Kingdom, and other jurisdictions with similar data-protection rules, processing health data may require separate explicit consent. TAOS may request such consent through the application interface or a separate form.

6.6. For users in the United States, TAOS aims to design data-processing procedures with HIPAA principles in mind where they apply to the specific operating model and contractual relationships. However, use of TAOS alone does not mean that the Company, a doctor, or another party automatically becomes subject to HIPAA unless required by law or a separate written agreement.

6.7. The Company may refuse registration, suspend an account, or terminate access where there are reasonable grounds to believe that the information provided is inaccurate or violates third-party rights, applicable law, this Agreement, or Payment Provider rules.

7. Rules for Using the Platform

7.1. All data, files, comments, notes, messages, and other materials that you transmit through TAOS are governed by this Agreement and the Company's Privacy Policy.

7.2. You are responsible for the accuracy and lawfulness of data that you enter, upload, or connect to TAOS, and for the consequences of granting a Selected Professional access to that data.

7.3. You agree to use TAOS only for lawful purposes and in accordance with this Agreement, applicable law, Payment Provider rules, and third-party rights.

7.4. You agree not to:

7.4.1. resell, rent, lease, lend, sublicense, distribute, or otherwise transfer rights to TAOS to third parties without the Company's written permission;

7.4.2. modify the Platform, reverse engineer, decompile, disassemble, or attempt to obtain the source code of the application, application programming interfaces, algorithms, interfaces, or other TAOS components;

7.4.3. copy, adapt, modify, translate, or create derivative materials based on TAOS without the Company's written permission;

7.4.4. provide another person with access to your account except where expressly permitted by TAOS functionality or this Agreement;

7.4.5. bypass, disable, or interfere with security measures, access restrictions, technical protections, payment mechanisms, or subscription-control features;

7.4.6. use TAOS to create competing products, collect information about functionality, copy interfaces, analyze business logic, or conduct benchmarking without the Company's written permission;

7.4.7. use an account for advertising, spam, phishing, fraud, malicious communications, mass messaging, or unlawful activities;

7.4.8. upload or transmit materials that infringe third-party rights, including intellectual-property rights, privacy rights, personal-data rights, medical confidentiality, or trade secrets;

7.4.9. upload materials containing viruses, malicious code, programs, files, or instructions that may interfere with TAOS, user devices, servers, payment systems, or third-party services;

7.4.10. use TAOS for self-diagnosis, prescribing treatment, changing medication dosage, providing medical care to third parties without an appropriate license, or circumventing legal requirements;

7.4.11. use TAOS in a medical emergency or as the sole communication channel with a doctor in a potentially dangerous situation;

7.4.12. impersonate a doctor, clinic, TAOS employee, Company representative, or another person without lawful grounds;

7.4.13. violate the rules of Apple App Store, Google Play, Paddle, Stripe, medical-device providers, Apple Health, Google Health Connect, or other third-party services connected to TAOS.

7.5. A material violation of these rules may result in restriction, suspension, or termination of access to TAOS without a refund, unless applicable law requires otherwise.

8. Limited License to the Platform

8.1. Subject to compliance with this Agreement, the Company grants you a personal, limited, revocable, non-transferable, and non-exclusive license to access and use TAOS for personal purposes or to interact with your Selected Professional.

8.2. If you are a doctor, clinic, healthcare organization, dietitian, nutritionist, fitness trainer, nutrition professional, or another professional, use of the professional dashboard or other professional TAOS features may be governed by a separate contract, onboarding agreement, acceptable-use policy, or commercial terms.

8.3. You may not copy, store, modify, distribute, transmit, publish, license, sell, use commercially, or create derivative materials from TAOS texts, graphics, logos, design, interfaces, source code, reports, templates, algorithms, databases, data structures, or other elements without the Company's prior written permission.

8.4. All rights not expressly granted to you under this Agreement are reserved by the Company. Nothing in this Agreement transfers ownership of TAOS, its name, domain names, source code, design, methodologies, algorithms, databases, reports, documents, materials, or other intellectual property to the user.

8.5. Written permission from the Company is required to use the TAOS name, logo, trademarks, application screenshots, website materials, reports, or other brand elements. Requests may be sent to support@taos.health.

9. License to User Content

9.1. TAOS allows users to enter, upload, import, store, and transmit data, files, notes, comments, medical documents, device readings, and other information (collectively, "User Content"). All rights in User Content remain with the user or the relevant rights holder.

9.2. By providing User Content through TAOS, you grant the Company a limited, non-exclusive, worldwide, royalty-free license to store, process, copy, transmit, display, technically transform, back up, and otherwise use the User Content solely to the extent necessary to provide TAOS, maintain security, provide technical support, transmit data to professionals selected by you, comply with legal obligations, and improve the Platform.

9.3. The Company may not use your identifiable medical data for advertising or marketing purposes without your separate explicit consent.

9.4. The Company may use de-identified and aggregated data that does not identify a specific user for analytics, improvement of the Platform, assessment of product quality, preparation of statistics, development of new features, and presentation of aggregated indicators to investors, partners, or regulators where permitted by applicable law.

9.5. You confirm that User Content entered or uploaded to TAOS does not infringe third-party rights, is not unlawful, inaccurate, or malicious, and has been provided with all necessary consents.

9.6. The Company may restrict, remove, or block User Content if it violates this Agreement, applicable law, third-party rights, Platform security, or Payment Provider rules.

10. Use at Your Own Risk

10.1. The primary purpose of TAOS is to help users conveniently collect, organize, and transmit health data to a selected doctor, clinic, dietitian, nutritionist, fitness trainer, or other Selected Professional. TAOS does not guarantee improved health, prevention of complications, reduced risk, a medical outcome, or a timely response from the Selected Professional.

10.2. You use TAOS, connected devices, integrations, notifications, reports, charts, summaries, and all Platform information at your own risk. TAOS does not guarantee that data from third-party devices, applications, continuous glucose monitoring systems, glucose meters, Apple Health, Google Health Connect, or other sources will be accurate, complete, uninterrupted, timely, or error-free.

10.3. Synchronization delays, device failures, lack of internet access, manual-entry errors, third-party application programming interface limitations, changes to device-provider rules, or technical failures may result in incomplete or inaccurate data.

10.4. Any decision concerning health, treatment, medical supervision, nutrition, physical activity, medication, or lifestyle must be made only after consultation with a qualified healthcare professional.

11. Use of the Platform by Minors

11.1. TAOS is not intended for independent use by minors without supervision by a parent, legal guardian, or another duly authorized person.

11.2. Where a minor patient's data is entered or transmitted through TAOS, the parent or legal guardian is responsible for the lawfulness of providing the data, selecting the professional, providing consents, and supervising use of the Platform.

11.3. Information presented in TAOS is informational and organizational and must not be treated as medical instructions for a minor or as a replacement for consultation with a pediatrician, endocrinologist, or another qualified doctor.

11.4. The Company aims to prevent the placement of materials that may be inappropriate for minors. A parent or legal guardian must nevertheless supervise a minor's use of the Platform and restrict access where appropriate.

12. Subscriptions, Payments, Cancellation, and Refunds

12.1. Subscriptions. TAOS may offer paid subscriptions providing access to the software platform, monitoring features, transmission of data to a Selected Professional, personal account, reports, integrations, and other digital features. The subscription contents, price, billing period, and renewal terms are shown on the pricing page, in the application interface, or on the checkout page before purchase.

12.2. Subscription contents. Unless expressly stated otherwise, a TAOS subscription provides access to software and technical infrastructure. A TAOS subscription is not, by itself, payment for medical consultation, treatment, diagnosis, prescription of medicines, or any other medical service.

12.3. Selected Professional. If a user purchases a subscription linked to a particular doctor, clinic, dietitian, nutritionist, fitness trainer, or another professional, TAOS provides a technical channel for transmitting data to that professional. Any medical, dietary, fitness, wellness, or other professional services are provided independently by the relevant professional and may be governed by separate terms.

12.4. Third-party payment platforms. Payment may be processed through Paddle, Stripe, App Store, Google Play, or another Payment Provider. When paying through a third party, the user also accepts that provider's terms, including rules on payment, taxation, cancellation, refunds, and processing of payment data.

12.5. Merchant of Record. If Paddle processes the payment, Paddle may act as Merchant of Record for receiving payment, calculating and remitting taxes, issuing invoices, processing refunds, and providing payment-related support. TAOS remains the provider of the software platform and is responsible for the Platform's content, functionality, and support under this Agreement.

12.6. Billing. Subscription fees are paid in advance for the selected period, including applicable taxes, fees, and charges where displayed at checkout. The user is responsible for providing accurate payment information.

12.7. Automatic renewal. If a subscription renews automatically, the subscription fee will be charged at the beginning of each new billing period until the user cancels before the renewal date.

12.8. Trial. TAOS may offer a free or discounted trial period. If the user does not cancel before the end of the trial, the subscription may automatically convert to a paid subscription where this was clearly disclosed before the trial began.

12.9. Price changes. The Company may change subscription prices. Material price changes apply to the next subscription period after notice to the user, unless Payment Provider rules or applicable law provide otherwise. A user who does not accept the new price may cancel before it takes effect.

12.10. Cancellation. A user may cancel a subscription at any time. Cancellation stops future charges but does not necessarily result in a refund for an already paid period. After cancellation, the subscription will normally remain active until the end of the paid period unless otherwise stated at checkout or required by law.

12.11. How to cancel. A subscription purchased through App Store or Google Play must be cancelled through the relevant Apple or Google account. A subscription purchased through Paddle, Stripe, or the TAOS website may be cancelled through a subscription-management link, payment portal, or by contacting support at support@taos.health.

12.12. Refund Policy. Detailed rules, time limits, and exceptions are set out in the [TAOS Refund Policy](#). Unless applicable law or Payment Provider rules require otherwise, a user may request a refund of the first subscription payment within three calendar days of purchase. The refund is available only once per user and only for the first payment for the relevant subscription.

12.13. After three calendar days, subscription payments are generally non-refundable. The user may cancel automatic renewal, and access will continue until the end of the paid period.

12.14. A refund may be denied where there are indications of fraud, refund abuse, a violation of this Agreement, account sharing, misuse of the Platform, or an attempt to circumvent payment rules.

12.15. Refunds do not apply to separately purchased medical services, consultations, services of a doctor, clinic, laboratory, dietitian, nutritionist, fitness trainer, nutrition professional, devices, consumables, third-party services, or payments that are not payments for a TAOS subscription.

12.16. Nothing in this Agreement limits any mandatory consumer right to a refund, cancellation, withdrawal, or another remedy available under applicable law.

12.17. Payment errors. If an error is found in the price, taxes, subscription description, or amount charged, the Company or Payment Provider may contact the user to correct the error, confirm the order, cancel the payment, or issue a refund in accordance with law.

12.18. Promotions. The Company may offer promotional codes, discounts, free periods, or special terms. Offers may be limited by time, region, number of users, subscription type, or other conditions. After the promotional period, the subscription may renew at the standard price unless cancelled in advance.

13. Account Security

13.1. You are personally responsible for safeguarding your username, password, access codes, devices, email account, and all other means of accessing your TAOS account.

13.2. You agree to take reasonable measures to prevent unauthorized access, including using a strong password, securing your device, signing out on devices you do not own, and promptly notifying the Company of any suspected compromise.

13.3. If you believe that your account, password, device, or payment information has been compromised, contact us immediately at support@taos.health.

13.4. The Company is not responsible for losses, disclosure of data, unauthorized transmission of information to a doctor or professional, changes to settings, charges, or other consequences of unauthorized access where the access resulted from the user's breach of security obligations or disclosure of login credentials to third parties.

14. Disclaimer of Warranties

14.1. TAOS is provided "as is" and "as available." To the maximum extent permitted by law, the Company disclaims all express, implied, and statutory warranties, including warranties of merchantability, fitness for a particular purpose, non-infringement, uninterrupted availability, error-free operation, compatibility with particular devices, and conformity with user expectations.

14.2. The Company does not guarantee that TAOS will always be available or free from interruption, errors, delays, data loss, synchronization failures, or vulnerabilities.

14.3. The Company does not guarantee the accuracy, completeness, or timeliness of data obtained from third-party devices, applications, continuous glucose monitoring systems, glucose meters, Apple Health, Google Health Connect, medical information systems, application programming interfaces, manual entry, or other sources.

14.4. The Company does not guarantee that a doctor, clinic, or professional connected to the user through TAOS will review data in real time, respond to notifications, contact the user, provide consultations, or make medical decisions within any particular period.

14.5. The Company does not guarantee improvement in health, reduction of complication risk, prevention of hospitalization, achievement of medical goals, reduced treatment costs, or any other medical, economic, or insurance outcome.

14.6. Some jurisdictions do not permit disclaimer of certain warranties. In those jurisdictions, the disclaimer applies only to the extent permitted by law.

15. Limitation of Liability

15.1. To the maximum extent permitted by law, the Company and its officers, directors, employees, contractors, consultants, affiliates, suppliers, partners, Payment Providers, and data providers will not be liable for indirect, incidental, special, punitive, or consequential damages, loss of profits, loss of data, reputational harm, business interruption, cost of substitute services, or other losses arising from use of or inability to use TAOS.

15.2. The Company is not responsible for medical, dietary, fitness, wellness, or other professional decisions, recommendations, prescriptions, acts, omissions, delays, errors, or quality of work of doctors, clinics, healthcare organizations, laboratories, trainers, dietitians, nutritionists, nutrition professionals, or other professionals who receive access to user data through TAOS.

15.3. The Company is not liable for bodily injury, deterioration of health, medical complications, or death where those consequences are related to the user's independent decisions, acts or omissions of a Selected Professional, errors in third-party devices, delay in seeking medical care, use of TAOS in an emergency, or violation of this Agreement.

15.4. The Company's total aggregate liability for any claim relating to TAOS will not exceed the greater of the amount actually paid by the user to the Company for use of TAOS during the three months preceding the event giving rise to the claim or USD 100, unless applicable law requires otherwise.

15.5. Nothing in this Agreement excludes or limits the Company's liability to the extent that such exclusion or limitation is prohibited by applicable law.

15.6. If any limitation of liability is held invalid or unenforceable, it will apply to the maximum extent permitted by law, and the remaining provisions will remain in effect.

16. Use of Mobile Devices

16.1. Use of TAOS on a mobile device may result in charges for internet access, data transmission, roaming, SMS messages, application notifications, or other telecommunications services. The user is responsible for those charges.

16.2. The Company is not responsible for rates, fees, speed restrictions, blocking, lack of coverage, roaming, device settings, or other conditions imposed by a telecommunications provider, device manufacturer, or operating-system provider.

16.3. Proper operation of certain TAOS features may require notification permission, access to health data, an internet connection, application updates, background synchronization, or connection to third-party applications and devices.

17. Third-Party Services and Links

17.1. TAOS may provide access to third-party websites, applications, devices, application programming interfaces, payment services, cloud-infrastructure providers, medical devices, health-data platforms, and other products or services (collectively, "Third-Party Services").

17.2. Third-Party Services may include Apple Health, Google Health Connect, continuous glucose monitoring systems, glucose meters, device-manufacturer cloud services, Google Cloud Platform, Firebase, Payment Providers, App Store, Google Play, Paddle, Stripe, and other services.

17.3. The Company does not control or operate Third-Party Services unless expressly stated otherwise. Use of Third-Party Services is governed by their own terms, privacy policies, technical restrictions, and security rules.

17.4. The Company is not responsible for the accuracy of data, availability, security, failures, delays, discontinuation of support, changes to application programming interfaces, access blocks, synchronization errors, fees, acts, or omissions of Third-Party Services.

17.5. The user must independently review the terms and privacy policies of Third-Party Services before connecting them to TAOS.

17.6. Inclusion of a link, integration, logo, or reference to a Third-Party Service in TAOS does not mean that the Company endorses or assumes responsibility for that Third-Party Service.

18. Feedback and Suggestions

18.1. We welcome user feedback, suggestions, ideas, observations, and comments about TAOS.

18.2. If you send us feedback, a suggestion, idea, or other material relating to improvement of TAOS, you grant the Company the right to use it without restriction, compensation, or further approval, provided that we do not use your identifiable medical data for marketing without separate consent.

18.3. You confirm that your feedback does not infringe third-party rights and does not contain third-party confidential information, unlawful or offensive materials, or another person's personal data without consent.

18.4. The Company may remove, modify, decline to publish, or decline to use any feedback at its discretion.

19. Enforcement of This Agreement

19.1. The Company may monitor use of TAOS for security, fraud prevention, data protection, enforcement of this Agreement, compliance with law and Payment Provider rules, and protection of user rights.

19.2. If a violation is identified, the Company may restrict, suspend, or terminate account access, remove or restrict materials, disconnect integrations, cancel a subscription, refuse services, or take other reasonable measures.

19.3. The Company may disclose information to competent authorities, Payment Providers, security partners, or other authorized persons where required by law or necessary to prevent fraud and protect the rights of the Company, users, or third parties.

19.4. The Company is not responsible for losses resulting from reasonable measures taken to maintain security, comply with law, remove unlawful materials, block violators, or restrict access to TAOS features.

20. Maintenance and Updates

20.1. The Company may periodically modify, update, improve, restrict, suspend, or discontinue particular TAOS features to maintain security, correct errors, introduce new capabilities, comply with law, platform requirements, or device-provider rules.

20.2. TAOS functionality may vary by country, language, device, operating system, application version, availability of third-party integrations, subscription type, or selected doctor or professional.

20.3. The Company does not guarantee that particular features, integrations, reports, designs, data formats, or connection methods will remain permanently available as the product develops.

20.4. We may temporarily suspend access to TAOS for maintenance, updates, remediation of vulnerabilities, data migration, disaster recovery, or compliance with legal requirements.

20.5. The Company aims to minimize interruptions but is not responsible for temporary unavailability of TAOS unless applicable law requires otherwise.

21. Indemnification

21.1. You agree to defend, indemnify, and hold harmless the Company and its officers, directors, employees, contractors, consultants, affiliates, suppliers, and partners from and against claims, losses, expenses, penalties, and costs, including reasonable legal fees, arising from:

21.1.1. your violation of this Agreement;

- 21.1.2. your violation of applicable law or third-party rights;
 - 21.1.3. your provision of inaccurate, unlawful, or incomplete data;
 - 21.1.4. your uploading, transmission, or use of User Content in violation of third-party rights;
 - 21.1.5. your granting access to the data of a person on whose behalf you are not authorized to act;
 - 21.1.6. your use of TAOS for self-diagnosis, treatment, medical prescribing, unlawful provision of medical services, or other prohibited activities.
- 21.2. The Company reserves the right to assume the defense and control of any matter subject to indemnification by you, and you agree to provide reasonable cooperation.

22. Dispute Resolution and Governing Law

- 22.1. This Agreement is governed by the laws of the Republic of Armenia, unless mandatory laws of the consumer's country of residence provide otherwise.
- 22.2. Before commencing court proceedings, the parties agree to attempt to resolve a dispute through negotiation. The user must send written notice of the dispute to support@taos.health describing the claim, the circumstances, and the desired resolution.
- 22.3. If the dispute is not resolved within 30 calendar days after receipt of the notice, it will be submitted to the competent courts of the Republic of Armenia at the Company's place of registration, unless mandatory consumer-protection law provides otherwise.
- 22.4. Pre-litigation correspondence may be conducted in Russian. The language of court proceedings is determined by applicable procedural law.
- 22.5. Nothing in this section deprives a consumer of rights that cannot be limited by contract under applicable law.
- 22.6. If the Company offers TAOS to users in the United States, the European Union, the United Kingdom, or another jurisdiction with specific consumer-dispute rules, this section applies subject to the mandatory requirements of the relevant law.

23. Data Storage and Security

- 23.1. Data entered, uploaded, or connected by a user may be stored and processed using secure cloud infrastructure, including Google Cloud Platform, Firebase, and other cloud-service providers identified in the Privacy Policy.
- 23.2. The Company applies reasonable organizational and technical safeguards, including access controls, encryption in transit and, where applicable, at rest, backup procedures, role-based access restrictions, security monitoring, and other measures appropriate to the nature of the data.
- 23.3. When using Google Cloud Platform, Firebase, or another cloud-infrastructure provider, the Company considers the provider's available security standards and certifications, including ISO 27001, SOC 2, and, where applicable, mechanisms protecting health data. A cloud provider's certification does not by itself mean that TAOS automatically complies with every HIPAA, GDPR, or other legal requirement without additional contractual, organizational, and technical measures.
- 23.4. Access to user data is provided only to the user, persons authorized by the user, Selected Professionals, authorized Company employees and contractors acting within their duties, and other persons where permitted by the Privacy Policy or law.
- 23.5. A user may revoke a Selected Professional's access to data at any time through application settings, where available, or by contacting support.

23.6. Despite the safeguards used, no method of internet transmission or electronic storage is completely secure. The Company cannot guarantee absolute data security.

23.7. If a security incident requires notice to users or regulators, the Company will provide notice within the time and in the manner required by applicable law, including any legally applicable 72-hour notification period.

24. Notice of Rights Infringement and Removal of Materials

24.1. If you believe that materials available through TAOS infringe your copyright, trademark rights, image rights, privacy, personal-data rights, or other rights, send a request to remove or restrict access to the materials to support@taos.health.

24.2. The request must include:

24.2.1. your name, contact details, and, where applicable, evidence of authority to act for the rights holder;

24.2.2. a description of the material that you believe infringes rights;

24.2.3. a link, screenshot, or other information allowing the material to be located;

24.2.4. a description of the infringed right and the basis of your claim;

24.2.5. a statement that the information is provided in good faith and is accurate;

24.2.6. the applicant's signature or electronic confirmation.

24.3. The Company will review the request within a reasonable period and may remove, restrict, preserve, or restore access to the material depending on the circumstances, legal requirements, and the rights of the parties.

24.4. The Company maintains a policy of restricting access to accounts of users who repeatedly infringe third-party rights.

25. Miscellaneous

25.1. The Company may periodically amend this Agreement to reflect changes in the product, law, payment rules, business model, security requirements, or other circumstances.

25.2. If changes are material, the Company will take reasonable steps to notify users, for example through the application, email, website, or other available channels. If applicable law requires advance notice, the Company will comply with the required period.

25.3. Continued use of TAOS after an updated Agreement takes effect constitutes acceptance of the changes. A user who does not accept the updated Agreement must stop using TAOS and cancel the subscription.

25.4. The Company may assign its rights and obligations under this Agreement to affiliates, successors, business purchasers, investors, or partners in connection with a reorganization, merger, asset sale, or another transaction, subject to applicable data-protection law.

25.5. The user may not assign rights or obligations under this Agreement without the Company's written consent.

25.6. If any provision of this Agreement is found invalid, unlawful, or unenforceable, the remaining provisions remain in effect. The invalid provision will be replaced by a valid provision that most closely reflects its intended meaning and economic purpose.

25.7. The Company's failure to exercise a right or remedy does not constitute a waiver of that right or remedy.

25.8. Provisions that by their nature should survive termination of use of TAOS will remain effective, including provisions concerning ownership rights, privacy, warranty disclaimers, limitation of liability, indemnification, disputes, and governing law.

25.9. This Agreement, the [TAOS Privacy Policy](#), the [TAOS Refund Policy](#), and any other documents incorporated by reference constitute the entire agreement between the user and the Company regarding use of TAOS.

26. Privacy Policy and Consent to Data Processing

26.1. By accepting this Agreement and, where required, providing separate consent through the TAOS interface, you authorize the Company to process personal data and health data that you enter, upload, import, or connect to TAOS.

26.2. Data categories may include name, email address, telephone number, account data, country, language, payment status, device identifiers, technical data, glucose readings, continuous glucose monitoring data, glucose meter data, Apple Health and Google Health Connect data, physical activity, sleep, weight, heart rate, manual entries, symptoms, medication information, medical documents, laboratory results, medical records, and other information provided or connected by the user.

26.3. Processing purposes include creating and maintaining an account, providing access to TAOS, synchronizing data, displaying indicators, transmitting data to the user's Selected Professional, managing subscriptions, providing technical support, maintaining security, preventing fraud, improving the Platform, analyzing use, complying with legal obligations, and protecting the rights of the Company and users.

26.4. The user separately agrees that, when connected to a Selected Professional through TAOS, the user's health data may be available to that professional to the extent necessary for monitoring and interaction with the user.

26.5. The user may manage a Selected Professional's access to data where this feature is available in the application or may contact support. Revoking access may prevent the professional from viewing data through TAOS.

26.6. The Company does not sell the user's personal data or identifiable medical data to third parties.

26.7. The Company may disclose data to infrastructure, cloud, analytics, payment, technical-support, security, notification, and other data-processing providers where necessary to provide TAOS and as described in the Privacy Policy.

26.8. The Company may disclose data to public authorities, courts, regulators, Payment Providers, or other persons where required by law or necessary to protect rights, investigate violations, prevent fraud, or maintain security.

26.9. Depending on applicable law, the user may have rights of access, correction, deletion, restriction, data portability, withdrawal of consent, objection to processing, and complaint to a supervisory authority.

26.10. Withdrawal of consent to data processing may make continued use of TAOS or certain features impossible because processing health data is necessary for operation of the service.

26.11. Requests concerning personal data may be sent to support@taos.health. Response times depend on applicable law and the nature of the request.

26.12. Detailed information on data categories, legal bases, retention periods, international transfers, processors, cookies, user rights, and contact methods is provided in the separate [TAOS Privacy Policy](#). This section does not replace the Privacy Policy.