

terms

Terms of Service

These Terms of Service (the “Terms”) are a legally binding agreement between you and ChronicGPT Inc. (“ChronicGPT,” “we,” “us,” or “our”). They govern your use of the ChronicGPT website at <https://chronicgpt.com>, mobile application, and related services (collectively, the “Services”).

Please read these Terms carefully. By creating an account, downloading or using the app, accepting our Privacy Policy, or otherwise accessing the Services, you agree to these Terms and our [Privacy Policy](#). If you do not agree, do not use the Services.

These Terms are available in English, Hindi, and Tamil. All language versions are intended to be equivalent. If a discrepancy exists among language versions, the English version controls to the extent permitted by applicable law.

1. Eligibility and account use

You must be at least **18 years old** and located in the **United States, Singapore, or India** to use the Services.

You must provide accurate information, protect your login credentials, and notify us promptly if you suspect unauthorized access to your account. You may use the Services only for yourself unless you have legal authority to act on behalf of another adult.

You may sign in using email and password, Sign in with Apple, Sign in with Google, or a passkey on supported devices. Passkeys and other security settings are managed under **Settings tab → Security**.

We may deny, suspend, or terminate access when reasonably necessary for security, safety, legal compliance, fraud prevention, misuse, or violation of these Terms.

2. What ChronicGPT provides

ChronicGPT provides AI-assisted health education, wellness coaching, behavior-change support, goal tracking, nutrition and activity logging, sleep and heart metrics coaching, optional Apple Health integration, medication tracking for eligible users, Symptom

Checker educational assessments for eligible users, and personalized insights based on information you provide and data you authorize.

Cohort programs

We offer free **12-week cohort programs**, including the **Weight-loss cohort** and the **Glucose-wellness cohort**. Programs are free to enroll. AI Doctor coaching is included at no additional charge. You may unenroll from a program at any time; unenrolling ends that program enrollment but does not delete your account.

If you enroll in the **Glucose-wellness cohort**, additional glucose-related features may be available, including optional blood glucose import from Apple Health. The **Weight-loss cohort** includes the core wellness toolkit without Apple Health blood glucose access unless you enroll in the Glucose-wellness cohort.

Symptom Checker

The Symptom Checker is an informational and educational tool available to users 18 years of age or older with a date of birth on file. It may help you describe symptoms, answer follow-up questions, review a structured summary, and receive AI-generated educational guidance and suggested topics to discuss with a healthcare professional. Symptom Checker output is **not** a medical diagnosis, treatment plan, triage decision, prescription, or clinician review. It may be incomplete, inaccurate, or unsuitable for your circumstances and may fail to identify urgent conditions. Do not rely on it for emergencies or as a substitute for professional medical care.

What we do not provide

The mobile app does not offer in-app purchases, paid subscriptions, telehealth visits, licensed clinician review, separate CGM or wearable account linking, or a self-serve downloadable data-export package. Where required by law, access or summary requests may be made as described in our Privacy Policy.

Features may change, be limited, or become unavailable at any time for safety, compliance, operational, or product reasons.

The Services are designed for informational, wellness, and self-management support. They are not an emergency service, a substitute for professional medical care, or a guarantee of any health outcome.

3. Medical, AI, and safety disclosures

Not for emergencies. If you believe you have a medical emergency, call **911 (United States)**, **995 (Singapore)**, **112 (India)**, or your local emergency number immediately. Do not wait for a response from ChronicGPT.

AI can be wrong. AI-generated content—including coaching and Symptom Checker assessments—can be incomplete, inaccurate, outdated, biased, or unsuitable for your circumstances.

Symptom Checker is educational only. Symptom Checker content does not diagnose conditions, prescribe treatments, or replace a licensed healthcare professional. Always seek care from your own clinician when needed.

Do not rely solely on the Services. Do not make diagnosis, treatment, medication, nutrition, exercise, or urgent-care decisions solely on an AI output or app insight.

Do not ignore professional advice. Do not disregard or delay seeking advice from a licensed healthcare professional because of information from the Services.

No clinician-patient relationship. Use of the Services does not create a physician-patient, clinician-patient, therapist-patient, dietitian-patient, or pharmacist-patient relationship.

ChronicGPT does not independently diagnose, treat, cure, mitigate, or prevent disease; prescribe medication; or replace clinician judgment. Any future clinician services, if offered, will be subject to separate notices, consents, and terms.

4. Apple Health / HealthKit

The ChronicGPT mobile app may import health data through **Apple Health / HealthKit** when you choose to connect. Apple Health connection is optional. During enrollment step 2 you may tap **Not now** to skip and continue setup, or tap **Connect** after the in-app pre-consent screen to open the system HealthKit permission sheet. You may also connect later from **Me → Apple Health**.

Before requesting access, we explain which HealthKit categories are requested and why. Apple controls HealthKit authorization on a category-by-category basis. You may grant, deny, or revoke access in the Health app or iOS Settings. If you deny or revoke access, features that depend on the relevant data may be unavailable or less personalized.

When you authorize access, the app may read workouts, heart rate, heart rate variability (HRV), sleep analysis, and—if you are enrolled in the **Glucose-wellness cohort**—blood glucose. The app does not read step count, activity rings, workout GPS routes, clinical records, or ECG.

Tapping **Connect** at enrollment step 2 enables cloud sync for the categories you permitted, including a recent bootstrap import during enrollment. At enrollment step 3 (Data Import), you may tap **Continue anyway** if Apple Health is not connected. After enrollment, **Me → Apple Health** supports optional later imports of up to 90 days per run and a **Connect with my Apple Health** toggle for background sync (enrolled users only). Background updates use Apple's HealthKit background delivery entitlement, not remote push notifications or generic background modes. After enrollment, the Activity, Sleep, Heart Metrics, and Glucose tabs show feature-scoped banner copy before the system permission sheet when you tap Allow access—not separate modal pre-consent sheets.

HealthKit data is not used for advertising, targeted advertising, marketing attribution, data-broker purposes, or public foundation-model training. We do not intentionally write false or misleading information to Apple Health. Our Privacy Policy describes how we collect, use, retain, and delete Apple Health data.

5. Your information and content

You may submit information such as health history, health conditions, food logs, medications, goals, messages, images, Symptom Checker complaints and answers, health observations you add in the app, and Apple Health data you authorize (collectively, “User Content”).

You retain ownership of your User Content. You grant ChronicGPT a non-exclusive, worldwide, royalty-free license to host, process, analyze, display, transmit, store, and use User Content only as needed to operate, secure, support, maintain, and improve the Services; comply with law; enforce these Terms; and carry out features you request or authorize.

Photos you choose to upload may be used for meal logging, barcode scanning, profile images, and AI Doctor avatars.

You are responsible for ensuring that you have the right to provide User Content and that the information you provide is accurate and complete to the best of your knowledge. Do not submit content that is false, misleading, unlawful, infringing, harmful, or another person’s information without authority.

6. Privacy and data deletion

Our Privacy Policy explains how we collect, use, disclose, protect, retain, and delete personal and health information. It is incorporated into these Terms. If these Terms conflict with the Privacy Policy on a privacy matter, the Privacy Policy controls.

You may permanently delete your account in the app under **Settings tab → Account Delete**. Sign-in ends immediately; stored data deletion typically completes within **72 hours**, subject to limited retention permitted or required by law. Deletion is permanent. In-app Account Delete is the primary deletion path. We do not offer a self-serve downloadable data-export package. Where required by law, access, correction, consent withdrawal, grievance, and related privacy requests may be made by email as described in our Privacy Policy. We may send a one-time confirmation email to your registered address acknowledging the deletion request, as described in our Privacy Policy.

You may delete your AI Doctor in the app under **AI Doctor tab → Picture → Delete** without deleting your entire account, as described in the Privacy Policy.

You may delete individual Symptom Checker history records in the app. Remaining Symptom Checker data is removed with account deletion.

For privacy-policy questions, contact **privacy@chronicgpt.com**. For privacy rights, grievances, and Data Protection Officer / Grievance Officer matters, contact **grievance@chronicgpt.com**.

7. Acceptable use

You agree not to:

- Use the Services for emergencies or unlawful, fraudulent, abusive, or harmful conduct.
 - Upload malware, interfere with the Services, bypass security measures, or attempt unauthorized access.
 - Provide false information to obtain medical documentation, prescriptions, benefits, insurance coverage, or workplace accommodations.
 - Scrape, data mine, reverse engineer, decompile, extract prompts or system instructions, benchmark at scale, or use automated means to access the Services without written permission.
 - Use the Services to train a third-party model, build a competing product, or infringe another person's rights.
 - Misrepresent AI output as a decision or advice from a licensed clinician.
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8. Fees and payments

Programs and AI Doctor coaching in the mobile app are free to enroll and use. The mobile app does not offer in-app purchases or paid subscriptions. If we introduce paid features in the future, we will disclose pricing and applicable terms at the time of purchase.

9. Intellectual property

The Services, including their software, interfaces, designs, text, logos, algorithms, workflows, models, prompts, and documentation, are owned by ChronicGPT or its licensors and are protected by law. Subject to these Terms, we grant you a limited, personal, revocable, non-exclusive, non-transferable, non-sublicensable license to use the Services for your personal, non-commercial health and wellness use.

Feedback you provide may be used by ChronicGPT without restriction or compensation, unless prohibited by law or otherwise agreed in writing.

10. Third-party services

The Services may use or link to third-party services, including Apple, Google, cloud infrastructure providers, authentication services, and app-store services. Those third parties have their own terms and privacy policies. ChronicGPT is not responsible for their services, content, availability, security, or practices.

11. Service availability, changes, and beta features

We may modify, suspend, discontinue, or limit any part of the Services for safety, compliance, security, product-development, operational, or other business reasons. We do not guarantee uninterrupted, secure, or error-free operation. Beta, pilot, or experimental features may be incomplete, inaccurate, changed, or discontinued.

12. Disclaimers

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE.” CHRONICGPT DISCLAIMS ALL WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING WARRANTIES OF ACCURACY, RELIABILITY, AVAILABILITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, SECURITY, AND CLINICAL OR WELLNESS OUTCOMES.

13. Limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, CHRONICGPT AND ITS OFFICERS, DIRECTORS, EMPLOYEES, CONTRACTORS, LICENSORS, PARTNERS, AND SERVICE PROVIDERS WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE, OR ENHANCED DAMAGES, LOST PROFITS, LOST DATA, LOSS OF GOODWILL, BUSINESS INTERRUPTION, OR SUBSTITUTE SERVICES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, OUR TOTAL LIABILITY FOR ALL CLAIMS ARISING OUT OF OR RELATING TO THE SERVICES OR THESE TERMS WILL NOT EXCEED THE GREATER OF (A) THE AMOUNT YOU PAID TO US FOR THE SERVICES DURING THE THREE MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM, OR (B) USD \$100. SOME JURISDICTIONS DO NOT ALLOW CERTAIN LIMITATIONS, SO SOME LIMITATIONS MAY NOT APPLY TO YOU.

14. Indemnification

To the extent permitted by law, you agree to defend, indemnify, and hold harmless ChronicGPT and its officers, directors, employees, contractors, licensors, partners, and service providers from claims, liabilities, damages, losses, costs, and expenses arising from your User Content, misuse of the Services, violation of these Terms, violation of law, or use of the Services on behalf of another person without proper authority.

15. Governing law and dispute resolution

These Terms are governed by the laws of the State of Texas, excluding conflict-of-law rules, except where federal law or mandatory consumer-protection or privacy law provides otherwise. Nothing in these Terms waives rights that cannot be waived under applicable local consumer or privacy law, including rights available to users in Singapore or India where those laws apply.

Before filing a claim, you agree to contact us at **privacy@chronicgpt.com** with a description of the dispute and requested resolution. Privacy rights and grievance requests may also be sent to **grievance@chronicgpt.com**. We will attempt to resolve the dispute informally within 30 days, unless urgent legal relief is required. Nothing in this section limits rights that cannot be waived under applicable law.

Subject to the informal resolution process, disputes will be handled in the state or federal courts located in Texas unless mandatory law requires another venue.

16. Apple / iOS app terms

This section applies when you download or use the ChronicGPT app on an Apple-branded device.

- These Terms are between you and ChronicGPT Inc., not Apple. Apple is not responsible for the app or its content.
 - We grant you a non-transferable license to use the app on Apple-branded products you own or control, as permitted by Apple's usage rules.
 - ChronicGPT Inc., not Apple, is responsible for maintenance, support, and claims relating to the app, including product liability, regulatory, consumer-protection, privacy, and HealthKit-related claims, to the extent required by applicable law.
 - You represent that you are not located in a country subject to a U.S. government embargo or on a U.S. government prohibited-party list.
 - Apple and Apple's subsidiaries are third-party beneficiaries of this section and may enforce it against you.
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17. Changes to these Terms

We may update these Terms from time to time. We will post the updated Terms and revise the effective date. If changes are material, we will provide notice through the app, website, or other reasonable method where required. Your continued use after the effective date means you accept the updated Terms. If you do not agree, you must stop using the Services.

18. Contact information

ChronicGPT Inc. (corporate headquarters)

5159 Steinbeck Circle
Flower Mound, TX 75022
United States

India Grievance Officer postal address

Arasi Balaji, Managing Director, ChronicGPT Inc.
272 Sarveswarar Koil St
Anna Nagar, Madurai 625 020
India

Privacy-policy questions: privacy@chronicgpt.com

Privacy rights, grievances, and Data Protection Officer / Grievance Officer (Arasi Balaji, MD): grievance@chronicgpt.com · +91 99449 02046

Account deletion (primary path): in the app under **Settings tab** → **Account Delete**. For deletion assistance or legally required written rights requests, email [**grievance@chronicgpt.com**](mailto:grievance@chronicgpt.com).

AI Doctor deletion: in the app under **AI Doctor tab** → **Picture** → **Delete**.

For formal written notices required by law, use either postal address above, as applicable.