Terms of Use

Effective date: 28 August 2026
Last updated: 29 August 2026

These Terms of Use ("Terms") govern your download, access, and use of the Ovela mobile application and its related features (collectively, "Ovela" or the "App"). Ovela is provided by the developer identified as the seller on Ovela's Apple App Store product page ("we," "us," or "our").

By tapping **“Accept and continue”** during onboarding, downloading, accessing, or using Ovela, you agree to these Terms and acknowledge the Ovela Privacy Policy. You also expressly consent to meal and nutrition-label photographs that you choose to submit for AI analysis being disclosed to OpenAI as described in the Privacy Policy. If you do not agree or consent, do not use Ovela.

1. Eligibility

You must be at least 18 years old and legally capable of entering into these Terms to use Ovela. Ovela is not intended for independent use by a child or minor.

2. What Ovela provides

Ovela is a personal health and wellness tracking tool. Depending on the current version and the features you choose, Ovela may help you:

- record GLP-1 medication schedules, doses, injection sites, and notes;
- record symptoms, weight, nutrition, hydration, and progress photographs;
- view reminders, trends, estimated medication levels, and personal targets;
- read and write authorized categories of Apple Health data;
- look up packaged-food information using a barcode; and
- estimate meals or transcribe nutrition labels using artificial intelligence.

Features may change and may not be available on every device, operating-system version, or region.

3. Medical disclaimer and emergency warning

Ovela is not a healthcare provider, medical device, pharmacy, emergency service, or substitute for a qualified healthcare professional. Ovela does not provide medical advice, diagnosis, treatment, prescriptions, or dosing instructions.

Do not use Ovela to decide whether to start, stop, change, delay, split, or repeat a medication or dose. Follow the medication label and the instructions of your prescribing clinician. Contact a

qualified healthcare professional about side effects, symptoms, medication interactions, missed doses, or any health concern.

Medication-level curves, target calculations, timelines, trends, and other outputs are estimates based on general models and the information you enter. They do not measure the amount of medication in your body and cannot account for all individual differences, medical conditions, or interactions.

Ovela is not for emergencies. If you believe you may be experiencing a medical or mental-health emergency, contact your local emergency services immediately. Do not wait for an App notification, estimate, or response.

4. AI and food-information limitations

Meal-photo analysis and nutrition-label reading use artificial intelligence. AI output is probabilistic and may misidentify food, portions, ingredients, allergens, serving sizes, or nutrition values. Barcode results come from a third-party, community-contributed database and may also be incomplete, outdated, or wrong.

When you choose to analyze a meal photograph or nutrition label, Ovela sends that photograph to OpenAI for analysis. Ovela does not automatically upload your photo library or photographs you do not submit for AI analysis. OpenAI may retain the request and related data in abuse-monitoring logs for up to 30 days by default, as further explained in the Privacy Policy. You can avoid this disclosure by not using AI photo analysis and entering food information manually.

You are responsible for reviewing and correcting results before saving or relying on them. Do not rely on Ovela for allergy safety, food contamination, medical nutrition therapy, insulin dosing, medication decisions, or any other decision where an inaccurate result could cause harm.

Only submit photographs you have the right to use. Avoid including faces, documents, medication labels, names, or unrelated personal information in images submitted for food analysis.

5. Your responsibilities

You agree to:

- use Ovela only for lawful, personal, and non-commercial purposes;
- provide information that is accurate to the best of your knowledge;
- independently verify information before making health or medication decisions;
- maintain the security of your device, Apple ID, and backups;
- obtain any necessary permission before entering information about another person; and
- comply with applicable laws, Apple terms, and third-party service terms.

You remain solely responsible for decisions and actions you take based on information displayed by Ovela.

6. Privacy, health data, and permissions

Ovela's processing of personal information is described in the Privacy Policy. Optional features may require permission to access Apple Health, the camera, selected photographs, notifications, iCloud, or a network connection.

You control Apple Health and device permissions through Apple Health and iOS Settings. Denying or revoking a permission may disable the related feature but will not prevent use of unrelated features where a manual alternative is available.

7. Your content and data

As between you and Ovela, you retain your rights in the information, photographs, notes, and other content you provide ("User Content"). You grant us and the service providers described in the Privacy Policy a limited, non-exclusive right to host, copy, transmit, format, and process User Content only as reasonably necessary to provide features you request, secure the App, comply with law, and enforce these Terms.

This permission ends when the relevant content is deleted, except to the extent temporary copies, legal retention, or third-party retention practices described in the Privacy Policy continue to apply.

You are responsible for maintaining any backup or export you require. We do not guarantee that any record can be recovered after deletion, device loss, synchronization failure, or service discontinuation.

8. Acceptable use

You may not:

- use Ovela for unlawful, fraudulent, harmful, or abusive activity;
- use Ovela to provide medical diagnosis, prescribing, dosing, or emergency services to another person;
- interfere with, overload, bypass, probe, or compromise the App or its security;
- introduce malware or attempt unauthorized access to systems or data;
- reverse engineer, decompile, or disassemble Ovela except to the limited extent such a restriction is prohibited by law;
- copy, modify, distribute, sell, lease, sublicense, or commercially exploit Ovela or its content without written permission;
- use automated means to extract App content or service output in bulk; or
- submit content that infringes another person's intellectual-property, privacy, or other legal rights.

9. Ownership

Ovela, including its software, design, text, graphics, calculations, and branding, is owned by us or our licensors and is protected by intellectual-property laws. These Terms grant you a personal, limited, revocable, non-exclusive, non-transferable license to use the App on Apple devices you own or control, subject to these Terms and the applicable App Store rules.

Medication and product names may be trademarks of their respective owners. Their appearance in Ovela is for identification and informational purposes and does not imply sponsorship, affiliation, or endorsement.

10. Third-party services

Ovela relies on services and information supplied by third parties, including Apple services, OpenAI, and Open Food Facts. Their services may be unavailable, changed, restricted, or inaccurate, and their own terms and privacy policies apply. We are not responsible for third-party services beyond the extent required by applicable law.

Apple Health data is controlled through Apple Health. Ovela is not responsible for information entered into HealthKit by you, another app, or another device.

11. Apple App Store terms

Your license to the iOS App is also subject to Apple's applicable App Store terms and the Apple Standard Licensed Application End User License Agreement, which is incorporated by reference. These Terms govern Ovela's app-specific services and rules. If these Terms conflict with mandatory Apple terms regarding the licensed iOS application, the applicable Apple terms control.

Apple is not responsible for providing maintenance or support for Ovela. To the extent required by the Apple agreement, Apple and its subsidiaries are third-party beneficiaries of the applicable license terms and may enforce them against you.

12. Fees and purchases

The current version audited for these Terms does not include a Ovela account, paid subscription, or in-app purchase. If paid features are introduced, we will present the price and material billing terms before purchase and update these Terms as required. Any App Store transaction and refund is also governed by Apple's applicable terms and policies.

13. Changes, availability, and termination

We may update, add, limit, suspend, or discontinue Ovela or any feature. We do not guarantee that Ovela will always be available, uninterrupted, secure, or compatible with future operating systems or third-party services.

You may stop using Ovela at any time and uninstall it. You should delete any records you do not want retained in the App, Apple Health, or iCloud as explained in the Privacy Policy. Provisions

that by their nature should survive termination—including ownership, disclaimers, liability limitations, and dispute provisions—will survive.

14. Disclaimer of warranties

To the maximum extent permitted by law, Ovela is provided **"as is" and "as available."** We disclaim implied warranties of merchantability, fitness for a particular purpose, accuracy, availability, non-infringement, and any warranties arising from course of dealing or usage of trade.

We do not warrant that Ovela's reminders, calculations, estimates, AI results, barcode data, synchronization, or Apple Health integration will be accurate, complete, timely, uninterrupted, or error-free. Some jurisdictions do not allow certain warranty exclusions, so some of this section may not apply to you.

15. Limitation of liability

To the maximum extent permitted by law, neither Ovela nor its developer, licensors, or service providers will be liable for indirect, incidental, special, consequential, exemplary, or punitive damages; loss or corruption of data; loss of profits or goodwill; or health, medication, nutrition, or treatment decisions arising from or related to your use of or inability to use Ovela.

To the maximum extent permitted by law, our total aggregate liability arising from Ovela or these Terms will not exceed the greater of (a) the amount you paid specifically for Ovela during the 12 months before the event giving rise to the claim or (b) GBP 50.

Nothing in these Terms excludes or limits liability that cannot lawfully be excluded, including liability for fraud, fraudulent misrepresentation, or death or personal injury caused by negligence where applicable. Your mandatory consumer rights remain unaffected.

16. Indemnity

To the extent permitted by law, you agree to indemnify us against third-party claims, losses, and reasonable costs resulting from your unlawful misuse of Ovela, your infringement of another person's rights, or your material breach of these Terms. This section does not require a consumer to indemnify us for our own negligence, breach, or unlawful conduct.

17. Governing law and disputes

These Terms are governed by the laws of the United Kingdom, without regard to conflict-of-law principles, except that mandatory consumer protections and jurisdiction rights in your country of residence continue to apply.

Before filing a claim, please contact iapplab@gmail.com and give us a reasonable opportunity to resolve the issue informally. This does not restrict your right to contact a regulator, use an applicable alternative dispute-resolution process, or bring a claim where mandatory law permits.

18. General terms

If any provision is found unenforceable, it will be limited or removed only to the minimum extent necessary, and the remaining provisions will continue in effect. Our failure to enforce a provision is not a waiver. You may not assign these Terms without our consent; we may assign them as part of a reorganization, merger, acquisition, or transfer of the App, subject to applicable law. These Terms and the Privacy Policy constitute the entire agreement regarding Ovela's app-specific services.

19. Changes to these Terms

We may update these Terms to reflect changes in Ovela, third-party services, or legal requirements. We will update the date above and provide additional notice when required. If you do not agree to revised Terms, stop using Ovela.

20. Contact

Questions about these Terms can be sent to:

Email: iapplab@gmail.com