

# OPULUME TERMS AND CONDITIONS

**Effective Date:** June 30<sup>th</sup>, 2026

## 1. Introduction

Welcome to Opulume Limited (“Opulume”, “we”, “us”, or “our”).

These Terms and Conditions (“Terms”) govern your access to and use of the Opulume mobile application, website, software, content, features, and related services (collectively, the “Service”).

By creating an account, accessing, downloading, or using the Service, you agree to be bound by these Terms.

If you do not agree to these Terms, you must not use the Service.

## 2. Eligibility

You must be at least 18 years old to create an account and use the Service.

If you are under 18, you may only use the Service with the consent and supervision of a parent or legal guardian where permitted by applicable law.

You represent that:

- you have legal capacity to enter into these Terms;
- information provided by you is accurate and complete;
- you will keep your account information up to date.

## 3. Nature of the Service

Opulume is a digital wellness platform designed to assist users in tracking symptoms, lifestyle factors, wellbeing indicators, and dermatological wellness information.

The Service may provide:

- symptom tracking;
- wellness journaling;
- skin comfort tracking;
- mood tracking;
- hydration tracking;
- sleep tracking;
- educational content;
- AI-generated wellness insights;
- lifestyle recommendations;

- wellbeing guidance;
- wellness reports; and
- related informational content.

The Service is not intended to diagnose, treat, cure, or prevent any disease.

## 4. Medical Disclaimer

The Service does not provide medical advice.

The Service is not a medical device unless expressly stated otherwise.

Information generated by the Service is provided solely for general informational and wellness purposes.

You should always seek advice from a qualified healthcare professional regarding:

- medical conditions;
- symptoms;
- diagnoses;
- treatment decisions;
- medication use; or
- healthcare emergencies.

Never disregard professional medical advice because of information generated by the Service.

If you believe you may be experiencing a medical emergency, contact emergency services immediately.

## 5. Artificial Intelligence Disclaimer

Certain features of the Service utilise artificial intelligence technologies.

AI-generated outputs:

- may contain inaccuracies;
- may be incomplete;
- may not reflect current medical standards;
- are generated automatically;
- should not be relied upon as medical advice.

Users remain responsible for decisions made based upon information provided by the Service.

Opulume makes no guarantee regarding the accuracy, completeness, or suitability of AI-generated outputs.

## 6. User Accounts

To access certain features, you may be required to create an account.

You are responsible for:

- maintaining the confidentiality of your credentials;
- safeguarding your device;
- all activity occurring under your account.

You must immediately notify us of any suspected unauthorised access.

We may suspend or terminate accounts where we reasonably believe security has been compromised.

## 7. Authentication and Security

The Service uses industry-standard security controls, including:

- encrypted communications;
- password hashing;
- secure authentication mechanisms;
- rate limiting;
- access controls; and
- session management technologies.

While we take reasonable measures to protect information, no method of transmission or storage can be guaranteed to be completely secure.

## 8. User Responsibilities

You agree not to:

- provide false information;
- impersonate another person;
- interfere with operation of the Service;
- attempt unauthorised access;
- upload unlawful content;
- upload malicious software;
- reverse engineer the Service;
- exploit vulnerabilities;
- violate applicable laws.

## 9. Wellness Data

You may voluntarily provide:

- skin journals;
- symptom records;
- body-map entries;
- mood information;
- sleep information;
- wellbeing information;
- lifestyle information;
- photographs;
- wellness reports.

You remain responsible for ensuring information submitted by you is accurate.

## 10. Image Analysis

Where image-analysis features are available:

- photographs are processed solely for analysis purposes;
- photographs are processed in memory;
- photographs are not permanently stored;
- photographs are not written to database storage;
- photographs are not retained after processing.

Only analysis results may be retained in accordance with our Privacy Policy.

## 11. User Content

You retain ownership of content submitted by you.

You grant Opulume a limited licence to process, store, display, and analyse such content solely for operation of the Service.

You represent that you possess all necessary rights to content submitted by you.

## 12. Intellectual Property

All rights, title, and interest in the Service, including:

- software;
- source code;
- interfaces;
- algorithms;
- branding;

- trademarks;
- designs;
- content;

remain the exclusive property of Opulume or its licensors.

No rights are granted except as expressly stated in these Terms.

## 13. Third-Party Services

The Service may utilise third-party services, including:

- Google Sign-In;
- Apple Sign-In;
- Google Gemini AI;
- Render hosting services;
- SendGrid;
- Twilio; and
- other authorised service providers.

Use of such services may also be subject to their respective terms and policies.

## 14. Data Protection

We process personal information in accordance with our Privacy Policy.

By using the Service, you acknowledge that certain information may be processed to provide the Service and comply with applicable legal obligations.

## 15. User Consent

Certain processing activities require explicit consent.

By enabling such features, you consent to processing as described in the Privacy Policy.

You may withdraw consent at any time.

Withdrawal of consent may affect functionality of the Service.

## 16. Data Deletion

You may request deletion of your account and personal data at any time.

Where deletion is requested:

- personal information will be deleted unless retention is legally required;
- wellness information will be removed in accordance with our retention policies;
- account access will be terminated.

## 17. Availability

We do not guarantee uninterrupted availability of the Service.

The Service may be modified, suspended, or discontinued at any time.

Maintenance, updates, or technical issues may affect availability.

## 18. Limitation of Liability

To the fullest extent permitted by law, Opulume shall not be liable for:

- indirect losses;
- consequential losses;
- loss of profits;
- loss of data;
- business interruption;
- personal decisions made based on wellness information;
- reliance on AI-generated outputs.

Nothing in these Terms excludes liability that cannot legally be excluded.

## 19. Indemnity

You agree to indemnify and hold harmless Opulume from claims arising from:

- your misuse of the Service;
- violation of these Terms;
- unlawful conduct;
- infringement of third-party rights.

## 20. Suspension and Termination

We may suspend or terminate access where:

- these Terms are violated;

- fraudulent activity is suspected;
- security risks are identified;
- required by law.

## 21. Changes to the Service

We may modify features, content, or functionality of the Service at any time.

We may introduce new features or discontinue existing features without liability.

## 22. Changes to These Terms

We may update these Terms periodically.

Material changes will be communicated through the Service or by other reasonable means.

Continued use after changes become effective constitutes acceptance of the revised Terms.

## 23. Governing Law

These Terms shall be governed by and construed in accordance with the laws of England and Wales.

## 24. Dispute Resolution

The parties agree to attempt good-faith resolution of disputes before commencing formal proceedings.

Nothing in this section restricts statutory consumer rights.

## 25. Contact Information

Questions regarding these Terms may be directed to:

Opulume Limited

Email: [customerservice@opulumeskin.com](mailto:customerservice@opulumeskin.com)

Website: [www.opulumeskin.com](http://www.opulumeskin.com)

## 26. Entire Agreement

These Terms, together with the Privacy Policy and any additional policies referenced herein, constitute the entire agreement between you and Opulume regarding use of the Service.

## 27. Severability

If any provision of these Terms is determined to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

## 28. No Waiver

Failure to enforce any provision of these Terms shall not constitute a waiver of that provision or any other provision.

## 29. App Store Requirements

Where the Service is downloaded through Apple App Store or Google Play:

- these Terms apply in addition to applicable store terms;
- Apple and Google are not responsible for the Service;
- Apple and Google are not responsible for maintenance or support;
- users acknowledge that claims relating to the Service shall be addressed to Opulume and not to Apple or Google except where required by law.

## 30. Acceptance

By accessing or using the Service, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.