

OPULUME ARTIFICIAL INTELLIGENCE (AI) DISCLAIMER

Effective Date: June 30th, 2026

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1. Introduction

This Artificial Intelligence ("AI") Disclaimer explains how artificial intelligence is used within the Opulume platform.

By accessing or using AI-powered features of the Service, you acknowledge that you have read, understood and agreed to this AI Disclaimer.

2. Purpose of AI Features

Opulume uses artificial intelligence to assist users by generating personalised wellness information based upon information voluntarily provided by the user.

AI functionality may be used to:

- analyse user-entered symptom information;
- analyse skin-related photographs;
- identify wellness patterns and trends;
- generate personalised wellbeing insights;
- provide educational content;
- suggest lifestyle and wellness recommendations;
- prepare wellness summaries;
- support longitudinal symptom tracking.

The AI is intended solely to support general wellness and self-management.

3. Not Medical Advice

Artificial intelligence outputs generated by Opulume:

- are not medical advice;
- are not clinical advice;
- do not constitute diagnosis;
- do not prescribe treatment;
- do not replace professional healthcare.

Users should always seek advice from an appropriately qualified healthcare professional regarding any medical concern.

4. AI Limitations

Artificial intelligence systems have inherent limitations.

AI-generated outputs:

- may be inaccurate;
- may be incomplete;
- may contain errors;
- may not identify every relevant factor;
- may not reflect the latest scientific evidence;
- may produce different outputs based on different user inputs.

Accordingly, AI outputs should be interpreted with appropriate caution.

5. User Responsibility

Users remain solely responsible for:

- evaluating AI-generated information;
- deciding whether to act upon recommendations;
- seeking medical advice where appropriate;
- making healthcare decisions.

Users should not rely exclusively upon AI-generated information when making decisions relating to their health.

6. Skin Image Analysis

Where skin image analysis is available:

- images are analysed using artificial intelligence;
- analysis is intended for wellness purposes only;
- analysis does not constitute diagnosis;
- analysis cannot confirm or exclude disease.

If a user has concerns regarding a skin condition, they should consult an appropriately qualified healthcare professional.

7. Personalised Recommendations

Recommendations generated by the AI may relate to:

- skincare;
- hydration;
- nutrition;
- sleep;
- stress management;
- behavioural wellbeing;
- lifestyle habits;
- educational resources.

These recommendations are informational and should be considered alongside the user's individual circumstances and any professional advice received.

8. Continuous Improvement

AI systems may be updated periodically to improve:

- accuracy;
- stability;
- performance;
- safety;
- reliability;
- user experience.

Accordingly, AI outputs may change over time as the Service evolves.

9. Human Oversight

The AI does not independently diagnose medical conditions or replace clinical judgement.

Users remain responsible for interpreting AI-generated information and, where appropriate, discussing wellness reports with a qualified healthcare professional.

Where practitioner-facing reports are shared, healthcare professionals remain responsible for all clinical decisions.

10. Data Used by AI

AI features process information voluntarily provided by users, which may include:

- symptom information;

- skin journals;
- mood;
- sleep;
- hydration;
- nutrition;
- wellbeing information;
- skin photographs;
- lifestyle information.

Processing of special category health information occurs only with the user's explicit consent, as described in the Privacy Policy.

11. Image Processing

Skin photographs submitted for AI analysis are:

- processed solely for analysis;
- processed in memory;
- permanently discarded immediately after analysis;
- never permanently stored;
- never retained within application databases;
- never used to build identifiable user image libraries.

Only the resulting text analysis may be retained in accordance with the Privacy Policy.

12. AI Accuracy

Although reasonable efforts are made to improve AI performance, Opulume makes no representation or warranty that AI-generated outputs will always be:

- accurate;
- complete;
- reliable;
- clinically correct;
- suitable for any particular purpose.

Individual results may vary.

13. No Guarantee of Outcomes

Use of the Service does not guarantee:

- improved skin health;
- improved wellbeing;
- symptom reduction;

- flare prevention;
- treatment success;
- any particular health outcome.

The effectiveness of lifestyle recommendations depends upon many factors beyond the control of the Service.

14. Emergency Situations

Artificial intelligence must never be used during a medical emergency.

If you experience severe symptoms or believe you require urgent medical attention, contact your local emergency services or attend the nearest emergency department immediately.

15. Availability of AI Features

AI functionality may be modified, suspended or discontinued without prior notice in order to:

- improve the Service;
- maintain security;
- comply with legal requirements;
- address technical issues.

Availability may vary by jurisdiction or device.

16. Limitation of Liability

To the fullest extent permitted by applicable law, Opulume shall not be liable for any loss, damage or injury arising from:

- reliance upon AI-generated outputs;
- interpretation of AI recommendations;
- failure to obtain professional medical advice;
- interruptions in AI availability;
- inaccuracies or omissions in AI-generated information.

Nothing in this Disclaimer excludes liability that cannot lawfully be excluded.

17. Regulatory Status

Unless expressly stated otherwise, the AI features provided through Opulume are intended to support general wellness and are not represented as regulated medical devices.

Nothing within the Service should be interpreted as approval, certification or endorsement by any governmental or regulatory authority unless expressly identified.

18. Changes to This Disclaimer

We may update this AI Disclaimer from time to time to reflect changes in:

- technology;
- legislation;
- regulatory guidance;
- the functionality of the Service.

Material updates will be communicated through the Service where appropriate.

19. Contact Us

If you have questions regarding this AI Disclaimer, please contact:

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