FINDINGS

Terms of Service

UNIT01 d.o.o.
Vodovodska 75, 11030 Belgrade, Serbia
hello@unit01.dev

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Canonical web version:
https://getfindings.com/terms

Official PDF export. This document matches the web version at the URL above as of the version date. We may update the web version from time to time; check the canonical URL for the latest text.

1. Agreement to these Terms

These Terms of Service ("Terms") are a binding agreement between you and UNIT01 d.o.o. (Vodovodska 75, 11030 Belgrade, Serbia) ("we", "us", "our") governing your access to and use of the Findings health intelligence platform, including our website, applications, and APIs (the "Service").

By creating an account, uploading health data, or otherwise using the Service, you confirm that you have read, understood, and agree to these Terms and our Privacy Policy (https://getfindings.com/privacy). If you do not agree, do not use the Service.

2. Description of the Service

Findings is a personal health data organisation and education tool. It allows you to:

- Upload laboratory reports (PDF or image) for OCR extraction of biomarker values
- View biomarkers against clinical reference ranges and evidence-based optimal ranges
- Track biomarkers longitudinally across multiple panels
- Log daily readings (e.g. blood pressure, glucose, SpO ,, weight) and custom trackers
- Record medications and view medication-aware context
- Receive personalised retest reminders
- Interact with an AI health coach that uses your stored context
- Receive scoped AI-generated overview summaries on certain screens

Features may change over time. We may add, modify, or remove functionality with reasonable notice where practicable.

3. Not medical advice — important limitations

The Service is not a medical device and is not regulated as such. It does not diagnose, treat, cure, or prevent any disease or condition.

- All content — including biomarker classifications, optimal ranges, trends, correlations, AI chat responses, and retest suggestions — is for informational and educational purposes only
- Reference ranges and optimal zones are compiled from published literature and may not match your laboratory's methods or your clinician's judgment
- OCR extraction may contain errors; you must review extracted values before saving them to your profile
- AI outputs may be incomplete, outdated, or incorrect; they are not a substitute for professional medical advice
- Never disregard professional medical advice or delay seeking care because of something you read in the Service
- In a medical emergency, call your local emergency number immediately — do not use the Service for emergency triage
- Tumour or specialty markers, where shown, are for longitudinal organisation only — not for cancer diagnosis, screening, or staging

Always consult a qualified healthcare professional before making decisions about medication, diet, supplements, or treatment.

4. Eligibility and account registration

- You must be at least 18 years old (or the age of majority in your jurisdiction) to use the Service
- You must provide accurate registration information and keep it up to date
- You are responsible for maintaining the confidentiality of your login credentials and for all activity under your account
- You may not create an account on behalf of another person without their authorisation, or impersonate any person or entity
- One account per individual unless we expressly approve otherwise (e.g. enterprise plans)

You agree to notify us promptly at hello@unit01.dev if you suspect unauthorised access to your account.

5. Your health data and content

5.1 Ownership

You retain ownership of the health data and content you submit. You grant us a limited, worldwide, non-exclusive licence to host, process, transmit, and display your content solely to operate and improve the Service as described in the Privacy Policy — including OCR, storage, trend analysis, notifications, and AI features.

5.2 Your responsibilities

- Upload only lab reports and data you have the right to use (typically your own)
- Review OCR results before confirming them to your health profile
- Do not submit false, misleading, or third-party data without consent
- Do not use the Service to store highly sensitive identifiers unnecessarily (e.g. national ID numbers in filenames)

5.3 No training of third-party models

We do not use your health data to train third-party foundation AI models. See the Privacy Policy for subprocessors that process data to provide features you request.

6. Subscriptions, pricing, and access

6.1 Plans

Paid access is offered on a subscription basis. Current list prices (USD) are:

- Findings Membership: 7-day free trial for eligible new subscribers, then $99.99 per year, auto-renews annually

Where offered, the free trial requires a valid payment method at sign-up. If you do not cancel before the trial ends, your subscription converts to paid annual billing at the price shown at checkout. Trial eligibility and timing are determined by the billing platform (Apple, Google, or Paddle) and may vary by region or prior subscription history.

Prices shown in the app or on our website at checkout prevail. Taxes may apply depending on your location. Enterprise or custom plans, if offered, are governed by separate written terms.

6.2 Billing platforms

Subscriptions are managed through RevenueCat and billed by the platform you choose:

- Web — payment processed via our web checkout integration
- Apple App Store — subject to Apple's terms and refund policies
- Google Play Store — subject to Google's terms and refund policies

We do not store your full payment card details. Platform providers handle payment instrument data.

6.3 Account setup and first-panel preview

Creating an account is free. During initial setup you may:

- Build and read a personalized checkup plan from your profile without a lab report
- Upload and preview your first completed lab panel once (read access, dual ranges, scoped AI overviews during the setup flow)

After your first panel preview ends, continued read access to your panel, plan, and history requires an active paid subscription. Without a paid subscription, the following require an active subscription (non-exhaustive):

- Uploading a second or subsequent lab report
- Sending messages in AI chat
- Daily tracker logging and adding tracker templates
- Dismissing retest reminders
- Data export (when available)
- Certain trend and history features as indicated in the app

A hard paywall applies after the first-panel preview ends or when your subscription expires or is cancelled.

6.4 Renewal, cancellation, and refunds

- Subscriptions renew automatically at the end of each billing period unless cancelled before renewal
- Cancel before the end of a free trial to avoid the first annual charge; cancel before renewal to avoid subsequent charges
- Cancel via the platform where you purchased (App Store, Play Store, or web account settings) — cancellation stops future charges; access typically continues until the end of the current paid period or trial
- Except where required by applicable consumer law or platform policy, fees are non-refundable once a billing period has started
- If you subscribed via Apple or Google, refunds must be requested through that store — we cannot override their refund decisions
- If you delete your account while subscribed via web, your subscription may be cancelled without refund for the remaining period — see account deletion warnings in the app

6.5 Expiry and revocation

Paid access follows the subscription status we receive from RevenueCat and your app store or Paddle account. When a subscription expires or is cancelled, paid features are blocked at the expiration time reported by the billing platform (including any grace or retry period the platform already applies).

If a payment is refunded or a chargeback is confirmed, we may immediately revoke access (revoked status) even before the period end. The API returns payment-required responses and the app may show a paywall.

6.6 Gift memberships

We offer prepaid gift memberships on the web as one-time, non-renewing purchases. A gift is software membership only — the recipient arranges their own laboratory draws; blood tests are not included.

Current gift list prices (USD) are:

- Gift membership (1 year): $99.99 one-time, non-renewing
- Gift membership (2 years): $179.99 one-time, non-renewing
- Gift membership (3 years): $249.99 one-time, non-renewing
- To purchase a gift you must be at least 18 years old (or the age of majority in your jurisdiction). The recipient must meet the same requirement to register, redeem, and use the Service.
- Purchasing a gift does not give the purchaser membership access. Only the person who redeems the gift code receives access.
- At purchase you provide purchaser contact details, the recipient's name (for the voucher), membership length, and optional delivery and message choices. Recipient email is optional if you will share the code yourself.
- After payment we issue a unique gift code. Anyone with the code may redeem it within two (2) years of purchase (unless a different deadline is shown at checkout) by signing in or registering with any email address they choose.
- Redemption grants a fixed term of access (one, two, or three years from redemption, as purchased). Gift access does not auto-renew. When the gift period ends, continued paid access requires a separate subscription.
- Gifts are intended for people without an active paid membership. If you already have auto-renewing membership, cancel billing before redeeming so you are not charged while using a gift.
- If you are already on a gifted (non-renewing) membership, redeeming another gift may extend your current gift period.
- Voucher and receipt emails may be sent to the purchaser and/or recipient depending on your delivery choice.
- Gift purchases on the web are billed through our web checkout integration (RevenueCat and Paddle). Refunds and chargebacks follow applicable law and the payment platform's policies. If a gift is refunded or charged back, we may void the code and revoke access granted from that gift.
- Gift codes are single-use. Treat them like cash — anyone with the code can redeem until it is used or expires.

7. Acceptable use

You agree not to:

- Use the Service for any unlawful purpose or in violation of applicable health-data or privacy laws
- Attempt to gain unauthorised access to our systems, other users' accounts, or subprocessors
- Reverse engineer, scrape, or bulk-export the Service except via intended export features
- Upload malware, harassing content, or content that infringes third-party rights
- Circumvent subscription, rate limits, or security controls
- Use the Service to provide medical care, telemedicine, or emergency services to third parties
- Misrepresent AI output as professional medical advice from a licensed provider
- Use automated bots to access AI chat beyond normal personal use

We may suspend or terminate accounts that violate these Terms or pose risk to the Service or other users.

8. AI features — additional terms

- AI responses are generated probabilistically and may hallucinate facts — verify critical information
- Memory extraction may create factual statements from your chat — review and delete them in AI Health Context if incorrect
- You must not submit content you are not permitted to share (others' medical records without consent)
- We apply safety measures (rate limits, content screening) but cannot guarantee AI outputs are error-free or appropriate in every case
- Scoped AI overviews are cached and regenerated when underlying data changes; they may briefly show stale text until refreshed

9. Intellectual property

The Service, including software, design, biomarker catalogue text, correlation logic, trademarks, and documentation, is owned by us or our licensors. You receive a limited, revocable, non-transferable licence to use the Service for personal, non-commercial purposes in accordance with these Terms.

You may not copy, modify, distribute, sell, or lease any part of the Service except as expressly permitted. Feedback you provide may be used by us without obligation to you.

10. Third-party services and links

The Service integrates with third parties (hosting, AI, payments, push notifications). Your use of those services may be subject to their terms. We are not responsible for third-party websites or services linked from the Service.

11. Availability and changes

We strive for high availability but do not guarantee uninterrupted access. Maintenance, updates, subprocessors outages, or force majeure events may cause downtime. We may change features, biomarker catalogues, or pricing with notice where required by law or platform rules.

12. Suspension and termination

- You may stop using the Service at any time and delete your account in Settings
- We may suspend or terminate your access for breach of these Terms, legal requirements, or risk to the Service
- Upon termination, your right to use the Service ends; data handling is described in the Privacy Policy

Sections that by their nature should survive (limitations of liability, indemnity, governing law, dispute resolution) survive termination.

13. Disclaimers

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, AND NON-INFRINGEMENT.

WE DO NOT WARRANT THAT OCR RESULTS, BIOMARKER CLASSIFICATIONS, AI OUTPUTS, OR REMINDERS WILL BE ACCURATE, COMPLETE, OR SUITABLE FOR YOUR HEALTH NEEDS.

Some jurisdictions do not allow exclusion of certain warranties; in those cases, our liability is limited to the greatest extent permitted by law.

14. Limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UNIT01 d.o.o. AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR FOR ANY LOSS OF PROFITS, DATA, GOODWILL, OR HEALTH OUTCOMES, ARISING FROM OR RELATED TO YOUR USE OF THE SERVICE.

OUR TOTAL AGGREGATE LIABILITY FOR ANY CLAIM ARISING OUT OF THESE TERMS OR THE SERVICE SHALL NOT EXCEED THE GREATER OF (A) THE AMOUNT YOU PAID US IN THE TWELVE (12) MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM, OR (B) ONE HUNDRED US DOLLARS (USD $100) IF YOU HAVE NOT PAID US.

Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or other liability that cannot be excluded under applicable law. EU/UK consumers retain mandatory statutory rights.

15. Indemnification

You agree to indemnify and hold harmless UNIT01 d.o.o. from claims, damages, losses, and expenses (including reasonable legal fees) arising from your misuse of the Service, your content, your violation of these Terms, or your violation of any third-party rights — except to the extent caused by our gross negligence or wilful misconduct.

16. Governing law and disputes

16.1 Governing law

These Terms are governed by the laws of the Republic of Serbia, without regard to conflict-of-law principles, except where mandatory consumer protection laws of your country of residence require otherwise.

16.2 Jurisdiction

Subject to mandatory consumer rights, disputes shall be submitted to the competent courts in Belgrade, Serbia. EU consumers may also bring proceedings in their country of residence where permitted by Regulation (EU) 1215/2012 or successor rules.

16.3 Informal resolution

Before filing a claim, you agree to contact us at hello@unit01.dev and attempt to resolve the dispute informally for at least 30 days.

17. General provisions

Topic	Summary
Entire agreement	These Terms and the Privacy Policy constitute the entire agreement regarding the Service

Severability	If any provision is unenforceable, the remainder stays in effect
No waiver	Failure to enforce a provision is not a waiver
Assignment	We may assign these Terms; you may not assign without our consent
Force majeure	We are not liable for delays due to events beyond reasonable control
Language	English version controls; translations are for convenience only

18. Changes to these Terms

We may update these Terms. Material changes will be notified in the Service or by email where required. Continued use after the effective date constitutes acceptance where permitted by law. If you do not agree, you must stop using the Service and may delete your account.

19. Contact

UNIT01 d.o.o.
Vodovodska 75, 11030 Belgrade, Serbia
Email: hello@unit01.dev

For privacy-specific requests, see the Privacy Policy (https://getfindings.com/privacy).