

Last Updated: August, 2026

Terms of Services

Welcome to the Terms of Service (the “TOS”) for our mobile app: BiteWise: GLP-1 AI Coach (collectively “App” or “Service”). The App or Services are made available to you by GLOCAL REACH PTE. LTD. (collectively “we”, “us”, or “our”). These TOS set out the agreement between you and us regarding how you can use the App or Services, and what responsibilities you and us have to each other.

PLEASE READ THIS TOS CAREFULLY. BY USING THE APP, YOU ACKNOWLEDGE YOU HAVE READ AND UNDERSTAND AND AGREE TO BE BOUND AND ABIDE BY THE TOS AND OUR PRIVACY POLICY.

1. License

In accordance with this TOS, we grant you a worldwide, non-exclusive, non-sublicensable, and non-transferable license to use (i.e., download and display locally) the content solely for the purpose of using the Service. Without our prior written permission, it is strictly prohibited to use any content for any purpose other than using the Service, including but not limited to using, copying, modifying, distributing, or storing. You understand that we own the ownership of the Service and App. You shall not modify, publish, transmit, participate in the transfer or sale, reproduce (unless otherwise expressly provided in this section), create derivative works based on the Service, or otherwise exploit any content of the Service. The Service may allow you to copy or download certain content, but please note that all restrictions in this TOS still apply even with these functions.

2. Your use of the App

We are committed to providing a safe and positive experience to all users on our App. To help us do that, we need you to follow a few basic rules when you're here. Don't worry, it's not very complicated. When using our App, you must comply with all applicable laws, including federal, state, and local laws, the laws of your jurisdiction,

and laws regarding the transmission of technical data.

You also agree not to:

- Violate copyright, trademark, or other intellectual property laws.
- Display, send, receive, or store obscene or inappropriate content.
- Threaten, harass, stalk, defame, or defraud any person or entity.
- Attempt to collect, store, or publish personally identifiable information (a) without the owner's knowledge and consent or (b) of a minor under the age of thirteen (13) in any circumstance.
- Advertise, promote, endorse, or market, directly or indirectly, any third party commercial products, services, solutions, or other technologies.
- Access or use any application, system, service, tool, data, account, network, or content without authorization or for unintended purposes.
- Distribute unwanted, unsolicited, or harassing mass email or other messages, promotions, advertising, or solicitations ("spam").
- Send deceptive or false source-identifying information, including "spoofing" or "phishing."
- Disable, disrupt, circumvent, interfere with, or otherwise violate the security of the App.
- Engage in or promote any illegal or criminal activity such as child pornography, gambling, or piracy.
- Attack, abuse, interfere with, intercept, disrupt, or exploit any users, systems, or services, regardless of how accomplished and notwithstanding anything to the contrary in this TOS, including but not limited to monitoring, crawling, spamming, using bots or scripts, or distributing malware (such as viruses, Trojan horses, worms, spyware, or adware).
- Authorize, permit, enable, induce, or encourage any third party to do any of the above.

If you violate any of this TOS, your access to the App may be terminated immediately and without notice. In other words, just be respectful and use the App for its intended

purpose.

3. Register for an account

To use our Services, you may need to register an account, choose a username and password("User ID"), and provide us with your contact information as well as other information related to your lifestyle and weight loss goals according to the requirements of the registration process. You warrant that any information you provide us to register an account is complete, accurate and updated. You warrant that you will not choose a name that you don't have the right or authority to use, or use another people's name to impersonate that person. Without our prior written consent, you are not allowed to transfer your account to any third parties.

You can also access certain parts or features of the App using account credentials from other services, such as those provided by Apple (hereinafter referred to as "third-party accounts"). By using the App through a third-party account, you are granting us access to certain information in that account for use by providing you Services. You ultimately control the amount of information we can access, and you can exercise this control by adjusting the privacy settings of your third-party account.

You are prohibited from sharing your User ID, account, or password with anyone, and you must ensure the security of your User ID, account, password, as well as any other access tools or credentials. You are responsible for all activities related to your User ID and account.

4. Your content

We do not claim any ownership rights in any text, files, images, photos, video, sounds, works of authorship, or other materials that you upload or otherwise provide to our App (collectively, "User Content"). However, you grant to us a worldwide, royalty-free, sublicensable, perpetual, irrevocable license to use, modify, publicly perform, publicly display, reproduce, and distribute your User Content for the limited purpose of providing the App and all related services. You also agree that any other user of this

App may access, view, store, and reproduce your User Content for such user's personal use or otherwise in connection with use of the App.

You are fully responsible for all the User Content you submit to the App. You declare that all the User Content will comply with the TOS and all applicable laws, regulations, and rules.

You agree not to post, upload, share, store, or otherwise provide any user-submitted content through this App, including but not limited to:

- containing explicit sexual or pornographic content.
- containing hateful, defamatory, or discriminatory content, or inciting hatred towards any individual or group.
- infringing any third party's copyright or other rights (such as trademark rights, privacy rights, etc.).
- exploiting minors.
- depicting illegal behavior or extreme violence.
- depicting animal abuse or extreme violence towards animals.
- promoting fraudulent schemes, multi-level marketing (MLM) schemes, get-rich-quick schemes, online games and gambling, cash giveaways, work-from-home businesses, or any other suspicious money-making projects.
- violating any laws.

You cannot post, modify, distribute, or reproduce in any way copyrighted or other proprietary materials without obtaining the prior written consent of the copyright owner of such materials. We may terminate an account and/or deny access to any user who is alleged to have infringed the copyright or proprietary rights of another.

All User Content is considered non-confidential and public. Please do not submit any confidential or private information.

If you provide us with any feedback or ideas, you authorize us to use your feedback

for any purpose, without any restriction or limitation. If you believe that your copyright or other rights have been infringed, please provide us written notice with the following information:

- An electronic or physical signature of the person authorized to act on behalf of the owner of the copyright or other interest.
- A description of the copyrighted work or other work that you claim has been infringed.
- A description of where the material that you claim is infringing is located on our App.
- Your address, telephone number, and email address.
- A written statement by you that you have a good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law.
- A statement by you, made under penalty of perjury, that the above information in your notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.

If the disputed materials were posted by a third party identifiable through reasonable efforts, we will try to provide notice to the third party of the charge. If the third party responds, we will provide you with a copy so that you may take any other steps you may consider appropriate.

5. Our rights

We may, in our sole discretion:

- reject or remove anything you post.
- restrict, suspend, or terminate your access to any or all of the App without liability.
- cease to provide and maintain the App, at any time, for any or no reason, with or without prior notice, and without liability.

Upon doing so, we may retain or delete any information or content that you provided.

6. Not for emergencies and no medical advice

Please note that we or the App does not provide medical advice or diagnosis, nor does it engage in medical practice. Our Services or the App is not intended to replace professional medical advice, diagnosis, or treatment, but are for reference and communication purposes only. This App or Services are not, and should not be considered, as medical, nursing, pharmaceutical, or other healthcare advice provided by us.

Only your medical professional can determine the most suitable treatment plan for you based on your specific situation, and assess which treatments are safe, appropriate, and effective. Our Services are not intended to diagnose or treat any disease.

You acknowledge that any information you use provided by us or any information related to the Services is at your own risk. You are solely responsible for any decisions or actions you take based on the information and materials provided by this App.

Patients should always obtain applicable diagnostic information from appropriate and credible sources. Medical professionals should never refuse to provide professional medical advice or delay such advice due to reading any content related to our Services. You acknowledge and agree that any content provided by the App does not constitute a doctor-patient relationship between you and us, or between you and any other individual or entity, nor does it constitute any opinion, medical advice, diagnosis, or treatment.

The App or Services are in no way a substitute for emergency medical treatment. If you are experiencing a medical or mental health emergency, are contemplating suicide, or are engaging in actions that could harm yourself or others, you should seek emergency treatment at the nearest emergency room or call the ambulance.

7. Charges of the Service

Some Services are for free and some may be charged you for a fee. If you are using the free version, we will notify you before any of the Services you are using start charging. If you wish to continue using such Services, you must pay all applicable fees.

We use a third-party payment processor to charge you for the paid Services through the payment account associated with your account in the Service. We shall not be liable for any errors or other acts or omissions of the payment processor. By choosing to use the paid Service, you agree to pay all fees to us through the payment processor in accordance with the applicable payment terms and at the prices then in effect, and authorize us to collect fees from the payment provider you have chosen through the payment processor. You agree to make payments using the payment method you have chosen. Even if the payment processor has requested or received payment, we reserve the right to correct any errors or mistakes made by it.

If we fail to receive your payment through the payment processor, you agree to immediately pay all due amounts on your billing account upon request.

Paid services are automatically renewed. Unless you terminate the paid service (which can be done through your account subscription settings), all paid services you have subscribed to will be automatically renewed for the original subscription period, with the renewal cycle being the same as the initially selected subscription period, and charged at the then-current non-promotional price.

You can change or cancel your paid services at any time in your account subscription settings. If you terminate the paid service, you can continue to use the subscription until the end of the current subscription period, at which point your subscription will not be automatically renewed. However, you will not receive any pro-rated refund for the subscription fees paid during the current subscription period. If you do not wish to continue to be billed monthly, you must cancel the corresponding paid service or terminate your account through your account subscription settings before the end of

the renewal cycle. Paid services cannot be terminated before the end of the paid period, and unless otherwise explicitly stated in the TOS, **we will not refund any fees you have paid.**

By not terminating or continuing to use the paid service, you confirm that we have been authorized to deduct the fees for the paid service from your payment method. We may submit a payment request, and you will be responsible for paying these fees. This does not waive our right to directly claim payment from you. Your fees can be prepaid, postpaid, paid based on usage, or paid in other ways as stated when you initially chose to use the paid service.

8. Children

The App is not intended for use by anyone who is under the age of 18 or a child (as defined by applicable law). If we learn that we have a child user without the knowledge of a child's parent or guardian as required by law, we will comply with applicable legal requirements to ban the child's access to the App. We encourage parents and guardians to take an active role in their children's online activities. If you are a parent or guardian of a child about whom you believe has used the App, please let us know and we will take appropriate measures to investigate and address the issue promptly.

9. Disclaimer of AI functions

We may provide functions that incorporate or are powered by artificial intelligence technologies ("AI"). You can provide inputs ("inputs") to be serviced, and receive outputs ("outputs") generated and returned by the service based on these inputs. **Please note that in order to provide personalized guidance, your health records, medication information, meal photos, and chat messages will be sent to OpenAI (GPT) via our secure server. Your data will only be used to generate AI responses and will never be used for advertising or training public AI models.**

You acknowledge and agree that:

- AI and machine learning are rapidly developing research fields, and given the

probabilistic nature of machine learning, using the Service may, in some cases, result in incorrect or inaccurate output.

- You must verify its accuracy and applicability, and you assume full responsibility for using or relying on any output before using any output provided by the Service.
- When using the Service you shall not enter any unnecessary, inaccurate, or deceptive input in an attempt to guide the Service to generate inaccurate or deceptive output.
- The output may be similar to the output generated by other users using similar inputs, and your rights to the output generated based on your input shall not be construed as limiting the rights of any other user.
- You shall not have any rights to the output generated by other users using the Service regardless of the degree of similarity.

The "AI chatbot" is an artificial intelligence feature that allows you to communicate with an automatically generated AI chatbot via iMessage or within the App. This AI chatbot chatbot is designed to provide general educational information about GLP-1, including their mechanism of action, potential side effects, and lifestyle considerations. Any advice or information you receive from the AI Chatbot is automatically generated by artificial intelligence and is not generated by humans.

You acknowledge and agree that this AI Chatbot is still in the experimental stage, and we cannot guarantee the accuracy or applicability of such advice or information to your specific situation. You also acknowledge and agree that the AI Chatbot is for reference only and cannot replace professional medical advice. The AI Chatbot is not suitable for emergency medical situations. If you encounter an emergency medical situation, you agree not to use the AI Chatbot.

10. Disclaimers and limitations of liability

Except as specifically set forth above, nothing in the TOS confers, by implication, estoppel, or otherwise, any license or right under any trade secret, patent, trademark, copyright, or other intellectual property right of us or any third party. All rights not

expressly licensed are reserved.

Although we have attempted to provide accurate information on our App, we assume no responsibility for the accuracy of the information. We do not endorse or assume responsibility for user conduct or what users submit to our App. Nothing in the TOS requires us to monitor the App or to modify or remove any materials or information.

Our App contains links to third party sites. We provide these links merely as a convenience and the inclusion of such links does not imply any endorsement of their content. Access to any other site linked to our App is at your own risk and we are not responsible for the accuracy or reliability of any information, data, opinions, advice, or statements made on such sites.

You are solely responsible for maintaining the confidentiality of your account, registration, and password information. We will not be liable for any harm caused by, or related to, the theft or misappropriation of your user name or password, disclosure of your user name or password, or your authorization of anyone else to use your user name or password.

We may change the programs or products mentioned at any time without notice. The App or our Service is for informational purposes only and constitutes neither an endorsement nor a recommendation.

The App and all information on the App are subject to applicable federal, state, and local laws, and U.S. export control laws, and may also be subject to the laws of the country where you reside. We reserve the right to investigate and take appropriate action against anyone who, in our sole discretion, is suspected of violating any applicable law, including, without limitation, reporting you to law enforcement authorities.

THIS APP IS PROVIDED "AS IS" WITH ALL FAULTS AND WITHOUT WARRANTY

OF ANY KIND, EITHER EXPRESSED OR IMPLIED. TO THE EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NONINFRINGEMENT, OR THAT ARISE FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

WE SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR REVENUES, COSTS OF REPLACEMENT GOODS, OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS APP OR ANY RELATED SERVICES OR CONTENT, OR DAMAGES RESULTING FROM USE OF OR RELIANCE ON THE INFORMATION PRESENT, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

WE DO NOT GUARANTEE AND DO NOT PROMISE ANY SPECIFIC RESULTS FROM USE OF THE APP OR ANY RELATED SERVICES OR CONTENT.

ALL USE OF THE APP IS AT YOUR OWN RISK.

11. Links to websites and third-party Apps

We may provide access or links to third-party websites, Apps, and services that are outside our control and governed by the respective third party's terms and conditions, not by this TOS. We encourage you to review the terms and conditions posted on the websites you visit and in the applications you use.

12. No waiver

No failure or delay by us in exercising any right, power or privilege under the TOS will operate as a waiver thereof, nor will any single or partial exercise of any right, power or privilege preclude any other or further exercise thereof or the exercise of any other right, power, or privilege under these TOS.

13. Other terms

If any provision of the TOS is found to be unenforceable or invalid under any applicable law, such unenforceability or invalidity shall not render the TOS unenforceable or invalid as a whole, and such provisions shall be deleted without affecting the remaining provisions herein.

We shall be permitted to assign, transfer, and subcontract our rights and/or obligations under the TOS without any notification or consent required. However, you shall not be permitted to assign, transfer, or subcontract any of your rights and/or obligations under the TOS.

You consent to receive notices, including agreements, disclosures, and other communications, electronically from us at the email address you have provided. You agree that these electronic notices satisfy any legal requirements that such communications be in writing.

14. Updated to this TOS

We may update this TOS from time to time. If we modify our TOS, we will post the revised version here with an updated revision date. If we make material changes to our TOS, we may also notify you by other means, such as by posting a notice on our App or sending you a notification. By continuing to use our App or Services after such revisions are in effect, you accept and agree to the revisions and to abide by them.

15. Contact us

For any questions or complaints about this TOS, you can contact us at: wangqi@glocalreach.com