

Qwery Health Technologies Inc. Terms of Service

Version: 2026-07-30 **Effective:** 2026-08-03

1. Agreement to these Terms

These Terms of Service (“**Terms**”) govern your access to and use of the products and services provided by Qwery Health Technologies Inc. (“**Qwery**,” “**we**,” “**our**,” or “**us**”) (collectively, the “**Services**”).

By creating an account or using the Services, you agree to these Terms. If you do not agree, do not use the Services.

Our **Privacy Policy** describes how we collect, use, store, share, and delete information, and is incorporated into these Terms by reference. Where these Terms and the Privacy Policy address the same subject, the Privacy Policy governs as to our data practices.

Please read Section 9 (Health and Safety) carefully. It describes important limits on what the Services can do, including that we do not monitor your health data and will not alert you to abnormal or urgent results.

2. Who provides the Services

The Services are provided by Qwery Health Technologies Inc., a Delaware corporation. Your agreement is with Qwery Health Technologies Inc. In these Terms, “Qwery,” “we,” “us,” and “our” include its affiliates, and its employees, contractors, and agents acting on its behalf.

The Services are intended for users located in the United States unless we expressly authorize otherwise.

3. Eligibility and your account

You must be at least 18 years old to create a Qwery account.

You are responsible for maintaining the confidentiality of your account credentials and for activity that occurs under your account. Notify us promptly at security@qweryhealth.com if you believe your account has been accessed without your authorization.

4. Profiles, and health data about other people

This section is central to how Qwery works. Read it before you add anyone else’s information.

4.1 Profiles

A Qwery account may contain one or more **profiles**. Each profile holds the health information of one person. You may create a profile for yourself and profiles for other people whose health information you manage.

You are the account holder for every profile in your account. You control what is added to each profile, and you can delete a profile and its data at any time.

4.2 Your authority to add another person's information

When you add, import, connect, or upload health information about **anyone other than yourself**, you represent and warrant that you have the legal right and authority to do so, and to have Qwery process that information as described in the Privacy Policy on your instruction.

We rely on that representation. We do not independently verify your relationship to the people whose information you add, and we do not contact them.

4.3 Children under 18

If you create a profile for a child under 18, you represent that you are that child's **parent or legal guardian**, and you consent on the child's behalf to our processing of their health information as described in the Privacy Policy.

Children under 18 may not create or hold their own Qwery account. A minor's information may be present in the Services only within a profile managed by their parent or legal guardian.

4.4 Adults you assist

If you create a profile for another adult, such as a parent or a spouse, you represent that **at least one** of the following is true:

- that person has given you permission to obtain, store, and use their health information through Qwery; or
- you hold a power of attorney, healthcare proxy, guardianship, or comparable legal authority covering that person's health information; or
- you are otherwise legally authorized to act for that person with respect to their health information.

You are responsible for telling that person that their health information is in your Qwery account, if they are able to understand it.

4.5 How information about other people arrives

Most information reaches Qwery because you sign in to a healthcare provider's or health plan's portal and authorize the transfer. **When you authenticate to a source system, you are representing to that source system, and to us, that you are authorized to obtain the records you request.**

You are responsible for using only credentials you are permitted to use. Some providers prohibit sharing credentials or accessing their systems through third-party software; those providers' terms are between you and them.

4.6 Ending your management of a profile

You may delete any profile and its associated data at any time from within the Services. Deleting a profile does not delete records held by the original healthcare provider or health plan, and does not affect any separate Qwery account held by that person.

5. Your content

5.1 Ownership

You retain ownership of the content, data, records, and materials you upload, import, connect, or otherwise provide to the Services ("**Your Content**"). Except for the limited rights granted below, we claim no ownership of Your Content.

5.2 The license you grant us

You grant Qwery a worldwide, non-exclusive, royalty-free license to host, store, process, transmit, index, analyze, and display Your Content for the purpose of operating, maintaining, securing, supporting, and improving the Services and providing them to you.

This license exists so that we can run the product. It ends when the relevant content is deleted from the Services, except as described in Section 5.4.

5.3 We do not sell your identifiable information

Qwery does not sell your identifiable personal information or your identifiable health information. How we handle de-identified and aggregated information is described in the Privacy Policy.

5.4 De-identified data, and what survives deletion

As described in the Privacy Policy, we may create de-identified and aggregated data from information in the Services, and may use and commercialize that data. We own the models, analytics, datasets, and other works derived from de-identified or aggregated data.

These rights, and any de-identified or aggregated data created before your deletion request, survive termination of your account and deletion of Your Content. Once data has been de-identified in accordance with the standard described in the Privacy Policy, it can no longer be located and linked back to you, and we cannot retrieve or delete it. The Privacy Policy explains the standard we apply and, where applicable, the consent that governs this use.

6. Connecting healthcare providers, health plans, and other sources

You may connect third-party systems, such as patient portals and health plans, so that Qwery can retrieve records on your behalf.

You represent that you are authorized to connect each source and to obtain the records it provides. We do not control what a source transmits, and we do not guarantee that records retrieved are accurate, complete, current, or lawfully provided. See Section 9.3.

If credential-based access methods are ever used, we will make reasonable efforts to minimize credential storage and exposure.

The Privacy Policy describes what we do with retrieved records.

7. Connecting Qwery to an AI client

You may authorize an external AI client, such as Claude or ChatGPT, to access your Qwery data through our connector.

Read this before you connect one. An authorization you grant covers your **entire account, including every profile in it**. If your account contains profiles for your children or your parents, the AI client you connect will be able to retrieve their health information as well as your own. There is currently no way to grant access to some profiles but not others.

Once information is delivered to an AI client, it is handled under **that provider's** terms and privacy policy, not ours. We do not control how it is stored, retained, logged, or used by the client. The Privacy Policy describes precisely what information leaves Qwery through this connector.

You may revoke an authorization at any time by disconnecting Qwery from within the AI client, or by contacting us at privacy@qweryhealth.com. Deleting your Qwery account also revokes every authorization.

Access tokens issued to an AI client are short-lived and refresh automatically for up to 30 days of continued use. If a client goes unused for longer than that, its access lapses and you will need to reconnect.

8. AI-assisted features

The Services use artificial intelligence, including models operated by third-party providers, to organize, summarize, extract, and answer questions about your health information. The Privacy Policy describes which providers receive what.

AI-generated output may be wrong. It may be inaccurate, incomplete, internally inconsistent, out of date, or inappropriate for your situation. It may misread a value, omit a relevant record, or state something with confidence that

is not correct. We do not guarantee the accuracy, completeness, or reliability of any output, and we do not control the behavior of third-party AI systems.

You are responsible for verifying anything you intend to rely on. See Section 9.

We may change AI providers, models, or techniques at any time.

9. Health and safety

9.1 Qwery is not a healthcare provider

Qwery is not a healthcare provider, does not practice medicine, and does not provide medical diagnosis, treatment, or clinical decision-making. Using the Services does not create a provider-patient relationship and is not a substitute for consultation with a qualified healthcare professional.

The Services are intended to help you organize, read, and understand your health information, and to help you have better conversations with your clinicians. They are not intended to tell you what to do.

9.2 Do not use Qwery in an emergency

If you believe you are experiencing a medical emergency, call 911 or your local emergency number, or go to the nearest emergency department. Do not use the Services to seek help in an emergency, and do not delay seeking care because of anything the Services show you or fail to show you.

9.3 We do not monitor your data

No one at Qwery reviews your health information, and the Services do not monitor it on your behalf. We do not check your results, we do not evaluate whether anything in your records is abnormal or urgent, and **we will not contact you or alert you if something in your data warrants attention.** The absence of any warning, flag, or notification from Qwery means nothing about your health.

9.4 Your Qwery record may be incomplete

The information in Qwery is a copy, and it is not your official medical record. It may be incomplete or out of date. Records may fail to import, a source connection may stop working without visible warning, a provider may not make certain records available, and a document may be read incorrectly during processing.

If a medication, allergy, condition, result, or immunization does not appear in Qwery, that does not mean it does not exist. Do not treat what you see in Qwery as a complete or authoritative account of your health, and do not use it as the sole basis for any decision. Corrections to your medical

record must be made with the provider that holds it; changing something in Qwery does not change your provider's records.

9.5 You decide

You remain solely responsible for all health, medical, and treatment decisions for yourself and for anyone whose profile you manage, including the decision to seek, delay, or forgo care, and including verification of any information the Services provide.

10. Acceptable use

You agree to use the Services in compliance with applicable law. You may not:

- misuse, interfere with, or disrupt the Services, or attempt to access them in unauthorized ways;
- introduce malicious code or attempt to circumvent security or access controls;
- attempt to access data belonging to another account, or to any person you are not authorized to act for;
- reverse engineer, extract, or attempt to replicate the models, algorithms, or underlying systems of the Services;
- use the Services to provide clinical care to others, or to make clinical determinations about patients, other than managing profiles as permitted in Section 4;
- use the Services in violation of export control, sanctions, or other applicable law.

11. Intellectual property

All rights, title, and interest in the Services, including software, technology, models, interfaces, workflows, content, and documentation, remain with Qwery or its licensors. You receive a limited, non-exclusive, non-transferable, non-sublicensable right to access and use the Services. No other rights are granted.

12. Feedback

If you send us feedback, suggestions, or ideas about the Services, we may use them without restriction, attribution, or compensation. This does not give us any rights in your health information.

13. Communications

We may send you communications about your account and the Services, including security notices, service and billing notices, and operational notices. Where we offer optional communications, you may manage them in your account settings.

We send marketing communications only where permitted by law and, where required, only with your consent.

Communications from us are **never** clinical. See Section 9.3.

14. Changes to the Services

We may modify, add, suspend, or discontinue features of the Services. Where a change will materially affect your use of the Services, we will make reasonable efforts to notify you in advance. If we discontinue the Services entirely, we will provide notice and a reasonable opportunity to export your data, as described in the Privacy Policy.

15. Term, suspension, termination, and deletion

These Terms apply while you have an account.

You may delete your account at any time from within the Services. When you do, your data is immediately removed from the live Services and held in an encrypted archive for 30 days, during which it can be restored if the deletion was a mistake. After 30 days it is permanently purged and the encryption key protecting it is destroyed. The Privacy Policy describes exactly what is deleted, what is retained, and for how long.

We may suspend or terminate your access if you materially violate these Terms, or if we reasonably believe your use presents a legal, security, or operational risk. Except where immediate action is necessary, we will give you notice and, where practicable, an opportunity to cure and to export your data.

Sections 5.3, 5.4, 8, 9, 11, 12, 16, 17, 18, and 19 survive termination.

16. Disclaimer of warranties

THE SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE.” TO THE MAXIMUM EXTENT PERMITTED BY LAW, QWERY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, ACCURACY, AND ANY WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE.

QWERY DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, SECURE, OR ERROR-FREE, THAT DEFECTS WILL BE CORRECTED, THAT RECORDS WILL BE RETRIEVED COMPLETELY OR ON TIME, OR THAT ANY INFORMATION OR OUTPUT PROVIDED THROUGH THE SERVICES WILL BE ACCURATE, COMPLETE, OR RELIABLE.

Some jurisdictions do not allow the exclusion of certain warranties, so some of these exclusions may not apply to you.

17. Limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, QWERY WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR FOR LOSS OF PROFITS, REVENUE, BUSINESS, GOODWILL, OR DATA, ARISING OUT OF OR RELATING TO THE SERVICES OR THESE TERMS, EVEN IF ADVISED OF THE POSSIBILITY.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, QWERY'S TOTAL LIABILITY ARISING OUT OF OR RELATING TO THE SERVICES OR THESE TERMS WILL NOT EXCEED THE GREATER OF (A) THE AMOUNTS YOU PAID QWERY IN THE TWELVE MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM, OR (B) ONE HUNDRED U.S. DOLLARS (\$100).

Nothing in these Terms limits liability that cannot be limited under applicable law, including liability for fraud, gross negligence, or willful misconduct. Some jurisdictions do not allow certain limitations, so some of these may not apply to you.

18. Indemnification

You agree to indemnify and hold harmless Qwery and its officers, directors, employees, contractors, and affiliates from claims, damages, and costs (including reasonable attorneys' fees) arising from your use of the Services in violation of these Terms or applicable law, or from a breach of your representations in Section 4 or Section 6 regarding your authority over another person's information.

19. Disputes and governing law

These Terms are governed by the laws of the State of Delaware, without regard to its conflict of law principles. This choice of law does not deprive you of the protection of mandatory consumer protection provisions of the law of the state where you reside.

Any action arising out of these Terms or the Services must be brought in the state or federal courts located in Delaware, except that either party may bring an individual action in small claims court.

20. Changes to these Terms

We may update these Terms.

- For **ordinary changes**, we will post the updated Terms with a new version date and notify you through the Services or by email. Your continued use after the effective date constitutes acceptance.

- For **material changes**, including any material expansion of how we use or share health information and any change to Section 19, we will obtain your **affirmative acceptance** before the change applies to you, and will not apply the change to you until you accept.

21. General

Assignment. You may not assign these Terms. We may assign them in connection with a merger, acquisition, financing, or sale of assets, subject to the commitments in the Privacy Policy.

Severability. If a provision is held unenforceable, the remainder stays in effect.

No waiver. Our failure to enforce a provision is not a waiver of it.

Entire agreement. These Terms and the Privacy Policy are the entire agreement between you and Qquery regarding the Services and supersede prior agreements on that subject. Organizations accessing the Services under a separate written subscription agreement are governed by that agreement where it conflicts with these Terms.

22. Contact

Qquery Health Technologies Inc. General: info@qqueryhealth.com Privacy: privacy@qqueryhealth.com Security and vulnerability reports: security@qqueryhealth.com

Qquery Health Technologies Inc. Privacy Policy

Version: 2026-10-22 **Effective:** 2026-10-22

1. What this policy covers

This Privacy Policy explains what information Qquery Health Technologies Inc. (“**Qquery**,” “**we**,” “**us**”) collects when you use our services (the “**Services**”), how we use it, who we share it with, how long we keep it, and what control you have over it.

Definitions in our **Terms of Service** apply here. Where the two documents address the same subject, this policy governs as to our data practices.

We wrote this to be read. Where something is genuinely a limitation of our product rather than a legal formality, we say so plainly.

2. HIPAA, and why it probably doesn’t apply here

Most people arrive at Qquery from a patient portal and assume the protections that applied there follow their records here. **They generally do not, and you**

should understand why before you decide to use Qwery.

HIPAA governs *healthcare providers, health plans, and healthcare clearinghouses*, and the vendors that handle data on their behalf. It protects the records your doctor’s office and your insurer hold.

Qwery is none of those things. We are not a healthcare provider, not a health plan, and not a business associate of yours. When you use your own credentials to bring a copy of your records into Qwery, you are exercising *your* right of access to *your* data, and the copy you create here is governed by this Privacy Policy and by applicable federal and state privacy law, not by HIPAA.

That is a real difference, and we would rather you learn it from us than discover it later. What we commit to instead is written into this document: we do not sell your identifiable information, we do not run advertising or third-party tracking inside the Services, we encrypt identifying data, we log access to it, and we delete it when you tell us to.

We do enter into agreements with some of our vendors, including AI providers, that impose HIPAA-grade handling obligations on them. We do that because those agreements come with technical and contractual controls we want. **It does not mean HIPAA covers your relationship with us**, and we will not imply otherwise.

3. The information we process

3.1 Your health information

Health records and related information you upload, import, connect, or enter. This includes clinical records retrieved from healthcare providers and health plans, uploaded documents and images, and information you type in.

3.2 Health information about other people

Qwery is built for people managing healthcare for a family, including children, parents, and a spouse, and each of those people has a profile in the account holder’s account.

When you add another person’s health information, we process it **on your instruction and on your representation that you are authorized to provide it** (see Terms of Service, Section 4). We do not independently verify that authorization and we do not contact the person whose information it is.

If your information is in someone else’s Qwery account and you want to know what we hold or ask us to remove it, contact us at privacy@qweryhealth.com.

3.3 Conversation information

What you write to the AI companion, the responses it generates, the tool results it retrieves to answer you, and summaries of long conversations.

3.4 Account and technical information

Your email address, name, and sign-in identifiers from Google or Apple, your display name, your date of birth if you provide it, records of which agreement versions you accepted and when (including the IP address at acceptance), authentication tokens for the sources you connect, and server logs of requests to the Services.

3.5 Derived information

Information our systems generate from the above in order to make the product work, including normalized clinical records, de-duplicated records, clinical summaries, and generated reports.

3.6 De-identified and aggregated information

Information processed to remove identifiers, as described in Section 9.

4. Where information comes from

- **From you**, through account creation, uploads, and what you type.
- **From sources you connect**, meaning healthcare providers and health plans (currently Epic-based systems, Cerner-based systems, and CMS Blue Button for Medicare), which return clinical records and attached documents.
- **From your device**, within the Qwery iOS application, health information from Apple HealthKit, with your permission.
- **Automatically**, through server and security logs generated as you use the Services.

We do not buy personal information, and we do not obtain your health information from data brokers.

5. How we use information

We use information to:

- operate the Services and show you your health information;
- retrieve, normalize, de-duplicate, and organize records from the sources you connect;
- generate summaries, answers, and reports through AI-assisted features (Section 7);
- keep the Services secure, investigate misuse, and maintain audit records of access to health information;
- provide support when you ask for it;
- meet legal obligations.

We do not use your health information for advertising, and we do not allow anyone else to. There is no advertising in the Services and no

third-party advertising or behavioral tracking technology in the authenticated product.

We do not sell your identifiable personal information or identifiable health information.

6. How your information is stored

Your information is encrypted both in transit and at rest. Information that directly identifies you, such as your name, your profile details, and the credentials that connect you to your healthcare providers, receives an additional layer of encryption using a key unique to your account.

Qwery is designed to keep your identity separate from your health content, so that the two are not stored together and are not unnecessarily linked. Your name is attached to your records only when a page is displayed to you.

Each profile's information is kept isolated from every other profile, and access is checked on every request.

7. AI processing

The Services use AI models, some operated by us and some by third-party providers, to read your documents, extract structured records, answer your questions, and generate summaries and reports.

What each path sends matters, and it is not the same in every case. Being specific:

Path	What is sent to a third-party AI provider
AI companion (chat)	Clinical records relevant to your question, including descriptions, codes, values, and full dates ; a clinical summary; the conversation so far; and a demographic snapshot. Your date of birth is deliberately never sent ; age is sent instead.
Extracting records from documents	The text of the document , including clinical note text as written. Our automated scrubber removes direct identifiers it can detect before sending, but this path carries clinical narrative.
External AI connector (Claude, ChatGPT)	See Section 8.

Our scrubber removes direct identifiers, including names, dates of birth, addresses, contact details, and identifier numbers, using pattern matching and machine-learning detection, with safeguards to avoid stripping clinical terms that resemble names. **It is automated and imperfect. It reduces identifying information; it does not guarantee removal.** And note that clinical content itself, even with names removed, can be identifying.

We may change AI providers, models, or techniques. AI-generated output may be inaccurate or incomplete. See Terms of Service, Sections 8 and 9.

8. Connecting Qwery to an external AI client

You can authorize an AI client such as Claude or ChatGPT to query your Qwery data directly.

What is shared. Conditions, medications, lab results, vital signs, observations, procedures, immunizations, allergies, encounters, health summaries, and generated lab reports, **with full clinical dates.** Demographics are reduced before they leave: only sex and an age band are shared (under 2 years, whole years, or “90+” for ages over 89). Direct identifiers, including name, date of birth, address, contact details, and identifier numbers, are removed, and free-text fields are re-scrubbed on the way out.

Full dates are retained deliberately, because a clinical timeline without dates is not clinically useful. This means the data leaving through this connector is **identifier-reduced, not de-identified** under HIPAA’s Safe Harbor standard, and we will not describe it as de-identified. Section 9 explains where the Safe Harbor standard *is* applied.

The authorization covers your whole account. An AI client you connect can retrieve data for **every profile in your account, including your children’s and your parents’.** There is currently no way to grant access to some profiles but not others. If that is not what you want, do not connect an AI client to an account that holds other people’s information.

A connected client can read your records and can generate lab reports for you. It cannot change or delete anything, and it cannot connect new data sources or alter your account.

Once data reaches the client, that provider’s privacy policy governs it. How it is stored, logged, retained, or used for their own purposes is outside our control and outside this policy. Read the privacy policy of any client you connect.

Every access is logged. We record each tool call an external client makes against your data.

Revoking. Disconnect from your Qwery account settings at any time, or from within the AI client. Disconnecting stops any further access immediately; a session already in progress may continue for up to 15 minutes before it expires.

Deleting your account revokes all authorizations. Unused authorizations lapse after 30 days, and any single authorization expires after 180 days.

9. De-identified and aggregated information

We may create de-identified and aggregated datasets from information in the Services, and may use them to improve the Services, develop features, and generate statistical insights. We may commercialize such datasets, and we own the models, analytics, and datasets derived from them.

Because that is a meaningful claim, here is exactly what constrains it:

The standard. Before de-identified information is disclosed outside Qwery or used for any commercial purpose, we apply the **HIPAA Safe Harbor** method, removing the eighteen categories of identifiers it specifies, including generalizing dates to the year and ages over 89, or obtain a formal expert determination that the re-identification risk is very small. Our export path implements Safe Harbor transformations today.

Your control. Each profile has a setting that governs whether that profile's information may be used for de-identified research. You can change it at any time.

What this means for deletion. Once information has been de-identified to the standard above, it can no longer be connected back to you, which also means we cannot find it to delete it. De-identified datasets created before your deletion request are not deleted.

10. Sharing

We share information:

- **with service providers** who operate infrastructure on our behalf, including cloud hosting, storage, and the AI providers in Section 7, under contracts limiting their use to providing those services;
- **with AI clients you connect**, as described in Section 8;
- **with sources you connect**, to the extent needed to authenticate and retrieve your records;
- **when required by law**, such as a subpoena, court order, or lawful regulatory request. Where we are permitted to notify you, we will;
- **to protect people**, where we reasonably believe disclosure is necessary to prevent serious harm, or to protect the security and rights of Qwery, our users, or others;
- **in a merger, acquisition, financing, or sale of assets.** If your information would transfer, we will notify you before it becomes subject to a materially different privacy policy, and you will have the opportunity to delete your account first.

We do not sell identifiable personal information or identifiable health information, and we do not share it for cross-context behavioral advertising.

11. Retention and deletion

11.1 We keep your data until you delete it

We retain your information until you ask us to delete it. We do not expire your records on a schedule. This includes data retrieved from a source you later disconnect. Disconnecting a provider stops future syncing but does not remove records already imported. If you want that data gone, delete it.

11.2 What you can delete, and how

- **A profile’s data**, meaning the clinical records, source documents, chats, and reports for one profile.
- **A profile**, entirely.
- **An individual chat**.
- **Your whole account**, from within the Services.

11.3 What happens when you delete your account

Your data is immediately removed from the live Services. It is held in an **encrypted archive for 30 days**, so that an accidental deletion can be reversed on request. After 30 days, the archive is permanently purged, **and the encryption key protecting your data is destroyed**. Because that key is unique to you, any ciphertext that survives anywhere, including in backups, becomes permanently unreadable. This is deliberate: it is how we make deletion effective against backups rather than merely promising to overwrite them.

What remains after the purge is a record containing no health information, noting that an account existed and was deleted.

12. Security

We use administrative, technical, and physical safeguards to protect information in the Services, including:

- encryption in transit and at rest, with an additional layer of encryption for identifying information;
- authentication and access controls, with per-profile isolation enforced on every request;
- a permanent audit log of access to health information;
- restricted employee and contractor access;
- monitoring and security review.

No system is perfectly secure. If we become aware of a breach affecting your personal information, we will notify you and the appropriate authorities as required by law, without unreasonable delay.

13. Cookies and similar technologies

We use first-party cookies for authentication, security, and preferences. Signing in sets a session cookie; the Services do not work without it.

There is no third-party advertising, behavioral tracking, or third-party analytics technology anywhere in the Services. We verified this rather than reserving the right to it. If that changes, we will update this section and notify you before it takes effect.

Our public website is separate. www.qweryhealth.com, where we describe Qwery and publish this policy, is not part of the Services. It uses Cloudflare Web Analytics to count visits and see which pages people read. According to Cloudflare, it uses no cookies or other browser storage for analytics and does not track you across visits or across other websites. We see only aggregate reports, such as pages viewed, referring sites, browser and device types, and countries. They do not identify you and are not linked to your Qwery account or your health information.

Most browsers let you block or remove cookies, though blocking ours will prevent you from signing in.

14. Your rights and choices

Regardless of where you live, you can:

- **access and view** everything in your account;
- **request an export** of your data;
- **correct** account information;
- **delete** a chat, a profile, a profile's data, or your entire account (Section 11);
- **control** the de-identified research setting for each profile (Section 9);
- **revoke** AI client authorizations and disconnect sources (Section 8);
- **manage** optional communications.

To make a request you cannot complete in the product, contact privacy@qweryhealth.com. We may need to verify your identity first.

15. Communications

We send communications about your account, including security notices, service and billing notices, and operational notices.

We send marketing communications only where permitted by law and, where required, only with your consent. You can opt out of those at any time.

16. Changes to this policy

We may update this policy.

- **Ordinary changes.** We post the updated policy with a new version date and notify you through the Services or by email. Continued use after the effective date constitutes acceptance.
- **Material changes to how we use or share health information.** This includes any expansion of the de-identified commercialization described in Section 9, any new category of third-party recipient, and any change to Section 8. These require your **affirmative acceptance**. We will not apply such a change to your existing data until you accept it.

17. Contact

Qwery Health Technologies Inc. Privacy: privacy@qweryhealth.com Security: security@qweryhealth.com General: info@qweryhealth.com

If you are not satisfied with our response to a privacy request, you may contact your state Attorney General or, where applicable, your data protection authority.