

Effective Date: April 14, 2025

1. TERMS OF USE

This website (the "Site") is published and maintained by HealthHive, PBC ("HealthHive").

The following terms and conditions (the "Terms") govern your access to and use of the Site, and your use of the Site constitutes your acceptance of and agreement to be bound by the Terms.

HealthHive respects the rights (including the intellectual property rights) of others, and we ask our users to do the same. HealthHive may, in appropriate circumstances and in its sole discretion, terminate the accounts of users that infringe or otherwise violate such rights of others. HealthHive encourages you to exercise discretion when using the HealthHive service. Please consult our terms of service for full details of our undertakings as to HealthHive's limitations and liabilities.

2. Confidentiality

If you have access to this Site through either a system trial or as a customer, you acknowledge that the HealthHive web application contains confidential and proprietary information, and must not be shared with any unauthorized user. In addition to the Personal Health Information maintained on the Site, the system, its design, and various aspects of its operation are proprietary and confidential. You are responsible for ensuring that only authorized users access your account. Sharing credentials with individuals not explicitly authorized by HealthHive may constitute a violation of HIPAA and confidentiality obligations.

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4. Ownership

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5. How We Use AI to Enhance Information in Our Platform

We use artificial intelligence (AI) to improve the clarity, quality, and usefulness of certain information within our platform and to support a broad range of users with helpful and timely insights. When you see our AI icon, it means that AI has processed or enhanced information to add context or relevance.

AI may be used on our platform to organize information, highlight patterns, and help personalize your experience. This allows users to access the information they need more easily.

While we make every effort to ensure the accuracy of AI-generated content, it may not always be complete or up to date. You should treat AI-enriched content as an informational resource only. It is not a substitute for professional advice in medical, legal, caregiving, or other critical areas.

User Guidance: AI-enhanced information is intended to be helpful, but you should not rely solely on AI-generated information when making important decisions. We encourage you to consult with qualified professionals where appropriate.

Transparency on Limitations: AI-generated content may occasionally fall short in clarity or accuracy. It is essential to cross-reference this information with other reliable sources.

Privacy Considerations: We respect user privacy and ensure that any data used in AI processes is handled in compliance with applicable regulations.

Bias Mitigation: We acknowledge that biases can occur in AI algorithms and actively take steps to minimize them, promoting fair treatment of all users.

User Control: We invite users to provide feedback on AI-generated content. If you notice inaccuracies or have suggestions for improvement, please contact our support team.

Updates and Review Process: Our team intermittently reviews and updates AI-generated content to enhance its reliability and relevance.

By using our platform, you acknowledge that AI-generated enhancements are provided as-is and without guarantees.

6. Links

This website may contain links to other internet sites on the World Wide Web. HealthHive provides these links for your convenience only and is not responsible for the content of any website linked to or from this site. Links from this site to any other website do not imply that HealthHive approves, endorses, or recommends that website. HealthHive disclaims all warranties, express or implied, regarding the accuracy, legality, reliability, or validity of any content on other websites. If you decide to access any third-party websites linked to this website, you do so entirely at your own risk and subject to the terms and conditions of use for those websites.

7. Availability of Products and Services

The products and services displayed on the Site may not be available for use or purchase in your specific country or locality. The mention of these products and services on the Site does not imply or guarantee that they will be available at any time in your specific location.

8. Right to Change These Terms and Conditions of Use or Content on the Site

HealthHive may add, change, or remove any part of these Terms at any time without notice. Any changes to these Terms or any terms posted on this Site take effect as soon as they are posted. By using this Site after changes are posted to these Terms, you indicate your acceptance of those changes. HealthHive may add, change, discontinue, remove, or suspend any Content posted on this Site, including features and specifications of products described or depicted on the Site, temporarily or permanently, at any time and without notice or liability.

Without limiting the foregoing, we reserve the right to cooperate fully with any law enforcement authorities or court orders requesting or directing us to disclose the identity or any other information about individuals posting materials on or through the Site. YOU WAIVE AND HOLD HARMLESS HEALTHHIVE FROM ANY CLAIMS RESULTING FROM ACTIONS TAKEN BY HEALTHHIVE DURING OR AS A CONSEQUENCE OF INVESTIGATIONS BY LAW ENFORCEMENT AUTHORITIES.

9. Indemnification

You agree to indemnify, defend, and hold harmless HealthHive and all its agents, directors, employees, information providers, licensors and licensees, officers, and parent (collectively, "Indemnified Parties") from any and all liabilities and costs (including, but not limited to, attorneys' fees and costs) incurred by the Indemnified Parties in connection with any claims resulting from any breach of these Terms by you. You will cooperate as fully as reasonably required in HealthHive's defense of any such claims. HealthHive reserves the right, at its own expense, to assume exclusive defense and control of any matter otherwise subject to indemnification by you, and you shall not settle any matter without the written consent of HealthHive.

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NOT LIMITED TO, NEGLIGENCE OR OTHERWISE) EXCEED \$100.00, EXCEPT AS REQUIRED BY APPLICABLE LAW.

11. General Provisions

These Terms and Conditions of Use, along with any additional terms posted on this Site, constitute the entire agreement between HealthHive and you regarding your use of this Site. Any cause of action you may have concerning your use of this Site must be initiated within one (1) year after the claim or cause of action arises. If a court of competent jurisdiction finds any provision of these Terms and Conditions of Use, or any portion thereof, to be unenforceable for any reason, that provision shall be enforced to the maximum extent permissible to reflect the intent of this agreement, and the remaining provisions of these Terms and Conditions of Use shall continue in full force and effect. These Terms and Conditions of Use shall be governed by and interpreted in accordance with the laws of the State of New York, United States of America, without regard to any conflicts of law rules.

HealthHive is headquartered in New Jersey, United States. We provide access to the Site for individuals situated in the United States. We do not claim that the Site or its content is accessible or suitable outside the United States. Accessing the Site may be illegal for certain individuals or in certain countries. If you access the Site from outside the United States, you do so at your own risk and are responsible for adhering to local laws.

12. Online Privacy Policy

At HealthHive, as our online visitor, you have a right to understand our practices regarding the information we collect during your website visits and the types of information collected. The guidelines provided here apply only to your visits to www.HealthHive.org, which is operated by HealthHive.

While HealthHive generally does not require personally identifiable information to visit and use the HealthHive website, please note that to participate in certain activities, you must provide this information. If you choose not to supply it, you may be unable to participate in those activities.

13. Collection of Information: Cookies; Personal

For each visitor to a HealthHive website, HealthHive's web server may recognize and store information, such as the visitor's IP address and domain name combination, along with any referring websites. We use this information to understand visitor traffic patterns across our websites to enhance their usability. Your computer provides this information each time you log in, unless you've activated blocking technology available in some browsers.

When you visit HealthHive's websites or use one or more of the HealthHive website services, we may use a widely recognized technology known as "cookies," which stores certain information on your computer. This allows us to customize your experience to better align with your interests and preferences or simply facilitate your signing in to use the services. Most browsers enable you to erase cookies from your computer hard drive, block the acceptance of cookies, or receive a warning before a cookie is stored. However, if you block or erase cookies, we may be unable to restore any preferences or customization settings you previously specified, which could limit our ability to personalize your online experience. Please refer to your browser instructions or the "help" screen to learn more about these functions.

We may also use third-party analytics services, such as Google Analytics, which may use cookies and related technologies to analyze your usage patterns when you log in, unless you've enabled blocking tools in your browser. Additionally, HealthHive may request that you provide "personal information," which refers to individually identifiable information such as your email address, name, mailing address, telephone number, or a persistent identifier (like a customer name or number associated with a cookie) that is connected to individually identifiable information, to enable certain functions of the Site. HealthHive may combine the information you provide on our websites with other data we collect from you offline or from third parties to more effectively tailor our website, services, and offerings to your needs.

Unless you instruct us otherwise, HealthHive may contact you to share information about products, services, promotions, contests, or other activities and offerings that you might find interesting.

Except for the purposes you have requested or agreed to, HealthHive will not share the personal information you provide on the HealthHive websites with any other parties, except (a) with your consent; (b) as may be required by law or court order; or (c) to persons or companies with whom HealthHive contracts to carry out the internal operations of the website or our business.

14. Security

While HealthHive cannot guarantee that unauthorized access will never occur, rest assured that HealthHive takes great care in maintaining the security of your personal information and in preventing unauthorized access to it through the use of appropriate technology and internal procedures.

15. Policy Governs Use; Changes to Privacy Policy

The terms of this policy will govern the use of any information collected while it is in effect. HealthHive reserves the right to change this policy at any time, and changes to this privacy policy become effective as soon as they are posted on the Site. By using this Site after any changes are posted, you indicate your acceptance of those changes. We encourage you to periodically review this policy to stay informed about how we are protecting your information.

16. Questions

If you have any questions or comments about our personal information practices or about our privacy statement, please feel free to email us at support@HealthHive.org.