

Terms of Service

Glo — Your GLP-1 Companion

Last updated: March 1st, 2026

Welcome to Glo, operated by K. I. Foundry, Inc. (“Company,” “we,” “our,” or “us”). These Terms of Service (“Terms”) govern your access to and use of the Glo mobile application, SMS-based service, website, and all related features (collectively, the “Service”).

Glo is a consumer wellness and lifestyle support application designed to provide emotional support, habit encouragement, and general wellness information for individuals navigating GLP-1 medication journeys.

By accessing or using the Service, you agree to be bound by these Terms. If you do not agree, please do not use the Service.

1. Eligibility and Acceptance

You must be at least **18 years of age** to use the Service. By using the Service, you represent and warrant that you are at least 18 years old and have the legal capacity to enter into these Terms.

The Service is designed to support adults who are taking or considering GLP-1 receptor agonist medications, such as semaglutide or tirzepatide, and is not intended for use by minors.

We do not knowingly collect personal information from individuals under the age of 18.

Your continued use of the Service after updates to these Terms constitutes acceptance of the revised Terms.

2. Description of Service

Glo is an AI-powered companion application that provides emotional support, habit guidance, and community connection for individuals navigating GLP-1 medication journeys.

The Service may include:

- SMS messaging interactions
- Mobile application features
- Web-based tools
- Wellness prompts and check-ins (“Glo Checks”)

- Community features and shared content

The Service uses artificial intelligence and machine learning systems to generate responses and personalized content.

You acknowledge that AI-generated responses:

- Are produced by automated systems
- May not always be accurate or appropriate
- Should not be relied upon as professional advice

The Service is intended solely for general wellness support and informational purposes.

Glo is a consumer wellness tool and is not regulated as a medical device by the U.S. Food and Drug Administration (FDA).

3. Use of the Service

You agree not to misuse the Service, including but not limited to:

- Attempting to access systems or data without authorization
- Interfering with security features or infrastructure
- Using automated scripts, bots, or scrapers to collect information
- Reverse-engineering or attempting to extract AI models or algorithms
- Attempting to extract prompts, safety configurations, or system behavior through prompt injection or adversarial inputs
- Circumventing safety mechanisms or guardrails
- Using the Service to generate data for training competing AI systems
- Harassing, abusing, or harming others
- Submitting unlawful, defamatory, misleading, or obscene content

You are responsible for all content or communications you submit through the Service.

4. No Medical or Professional Advice

| IMPORTANT: Glo is NOT a medical service.

The Service is not a healthcare provider, medical device, or clinical service.

The Service does not provide medical, psychiatric, psychological, pharmacological, nutritional, or therapeutic advice.

You acknowledge and agree that:

- Glo does not diagnose, treat, cure, or prevent disease
- Glo is not a substitute for professional medical advice
- You should consult qualified healthcare professionals for medical decisions
- Information provided by Glo is general and may not apply to your specific health situation

You should never rely on the Service for decisions about medication dosage, timing, initiation, discontinuation, or treatment changes.

References to medications such as semaglutide or tirzepatide are informational only and do not constitute medical guidance or endorsement.

Lifestyle or habit suggestions provided by the Service are general wellness suggestions and may not be appropriate for all individuals.

You further acknowledge that the Service **does not provide personalized medical guidance** and cannot assess your individual medical condition, risk factors, or treatment needs. Any information generated by Glo may be based on incomplete or inaccurate user-provided information and generalized data patterns. You agree that you will not rely on the Service for decisions regarding medication dosing, timing, initiation, discontinuation, or other medical treatment decisions.

If you are experiencing a medical emergency, call 911 or your local emergency services. In the United States, you may also contact the 988 Suicide & Crisis Lifeline.

Glo is not a crisis service and is not designed to detect or respond to medical or mental health emergencies. The Service is not monitored in real time by healthcare professionals or crisis counselors. Glo cannot place calls, dispatch emergency services, or alert third parties on your behalf. If you believe you are experiencing a medical or mental health emergency, you must seek immediate assistance from qualified human professionals.

5. Assumption of Risk

You acknowledge that your use of the Service is voluntary and at your own risk.

Artificial intelligence systems are inherently probabilistic and may generate outputs that are:

- Inaccurate
- Incomplete
- Delayed
- Misinterpreted
- Inappropriate

By using the Service, you knowingly assume all risks associated with reliance on AI-generated information, including risks arising from:

- Inaccurate wellness information
 - Misinterpretation of messages
 - Delayed or failed SMS delivery
 - Technical failures or outages
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6. Health Data and Privacy

You may voluntarily share health-related information, including:

- GLP-1 medication type
- Dosage information
- Side effects
- Dietary habits
- Weight information
- Mood or wellness observations

You acknowledge and agree that:

- Glo is not a “covered entity” under HIPAA
- Glo does not provide services on behalf of healthcare providers or insurers
- Information shared with Glo is not considered Protected Health Information (PHI) under HIPAA

Information shared with the Service should not be considered part of your medical record.

We apply industry-standard security measures to protect user data.

We do not sell personal health data to advertisers.

Aggregated or de-identified data may be used to:

- Improve the Service
- Improve AI models
- Conduct internal research
- Develop new wellness features

Your use of the Service is also governed by our Privacy Policy.

California residents may have additional rights under the California Consumer Privacy Act (CCPA) and the California Privacy Rights Act (CPRA).

7. SMS Communications and Consent (TCPA Compliance)

The Service operates primarily through SMS messaging.

By providing your phone number and opting in, you provide **prior express written consent** to receive recurring automated messages.

Messages may include:

- Wellness check-ins
- Personalized prompts
- Account notifications
- Service updates
- Optional promotional communications

You acknowledge:

- Message frequency may exceed 20 messages per week depending on engagement
- Message and data rates may apply
- Consent is not required to purchase services

You may opt out at any time by replying STOP.

You may reply HELP or contact hello@askGlo.ai for assistance.

SMS delivery may be delayed or blocked by mobile carriers. The Company is not responsible for message delivery failures caused by carrier networks or third-party messaging providers.

8. User-Generated Content

You retain ownership of content you submit to the Service.

By submitting content, you grant the Company a worldwide, non-exclusive, royalty-free, sublicensable license to use, reproduce, modify, and display such content for the purpose of operating and improving the Service.

User interactions may be used in anonymized or aggregated form to train, evaluate, and improve the Service and its underlying machine learning systems. When data is used for model training or improvement, all personally identifiable information is removed through anonymization and aggregation processes as described in our Privacy Policy. No individually identifiable conversations are used for model training.

The Company reserves the right to remove user content that violates community guidelines or these Terms.

9. Third-Party Services

The Service may integrate with third-party platforms or services.

Your use of those services is governed by their respective terms and policies.

We are not responsible for third-party content, performance, or availability.

10. Fees, Payments, and Refunds

Certain features may require payment.

Subscriptions renew automatically unless canceled before the renewal date.

You authorize us to charge your payment method for applicable fees.

Unless otherwise stated, all payments are non-refundable.

Canceling a subscription stops future renewals but does not refund the current billing period.

For California residents, automatic renewal terms are disclosed prior to purchase and subscriptions may be canceled at any time through account settings or by contacting support.

We may, at our sole discretion, issue a one-time refund or credit in limited cases such as duplicate charges or verified technical errors. Any such accommodation does not create an obligation to do so in the future.

11. Artificial Intelligence Disclosure

The Service uses artificial intelligence to generate responses and recommendations.

AI-generated content:

- May be inaccurate or incomplete
- May reflect generalized information
- Does not verify medical facts
- Does not understand your full medical history

AI outputs should not be treated as authoritative or professional advice.

AI-generated outputs are **probabilistic in nature** and may occasionally be incorrect, nonsensical, outdated, or inappropriate. The AI does not understand your personal medical history or circumstances and does not independently verify user inputs. AI responses are not reviewed by licensed professionals in real time. You should independently evaluate and verify any information before relying on it.

12. Beta Features

Certain features may be labeled experimental or beta.

Beta features may change, be discontinued, or function unpredictably.

Use of beta features is at your own risk and subject to these Terms.

13. Termination and Data Retention

We may suspend or terminate accounts at any time, with or without cause and with or without notice.

You may terminate your account by contacting hello@askGlo.ai or using deletion tools within the Service.

Upon deletion, we will delete or anonymize personal data subject to legal retention obligations.

14. Disclaimer of Warranties

THE SERVICE IS PROVIDED “AS IS” AND “AS AVAILABLE” WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED.

WE DISCLAIM ALL WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND ACCURACY.

WE DO NOT WARRANT THAT THE SERVICE WILL BE UNINTERRUPTED, SECURE, ERROR-FREE, OR THAT ANY CONTENT (INCLUDING AI-GENERATED CONTENT) WILL BE ACCURATE OR RELIABLE.

15. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE COMPANY AND ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS, DATA, GOODWILL, OR OTHER INTANGIBLE LOSSES, ARISING FROM:

- (A) YOUR USE OR INABILITY TO USE THE SERVICE;
- (B) ANY AI-GENERATED CONTENT OR RECOMMENDATIONS;
- (C) ANY HEALTH-RELATED DECISIONS OR OUTCOMES;
- (D) ANY UNAUTHORIZED ACCESS TO OR USE OF YOUR DATA.

IN NO EVENT SHALL THE COMPANY'S TOTAL LIABILITY EXCEED THE GREATER OF (A) THE AMOUNT YOU PAID TO THE COMPANY IN THE TWELVE (12) MONTHS PRECEDING THE CLAIM, OR (B) ONE HUNDRED DOLLARS (\$100).

TO THE FULLEST EXTENT PERMITTED BY LAW, ANY CLAIM ARISING OUT OF OR RELATING TO THE SERVICE MUST BE FILED WITHIN ONE (1) YEAR AFTER SUCH CLAIM AROSE, OR THE CLAIM WILL BE PERMANENTLY BARRED.

16. Indemnification

You agree to indemnify, defend, and hold harmless the Company and its affiliates, officers, directors, employees, and agents from and against any and all claims, damages, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising from:

- Your violation of these Terms
- Your misuse of the Service
- Your violation of any applicable law or regulation
- Any content you submit through the Service

17. Binding Arbitration and Class Action Waiver

| PLEASE READ THIS SECTION CAREFULLY — IT AFFECTS YOUR LEGAL RIGHTS.

Informal Resolution First

Before filing any claim, you agree to first contact us at hello@askGlo.ai and attempt to resolve the dispute informally. If the dispute is not resolved within thirty (30) days, either party may proceed as described below.

Agreement to Arbitrate

To the fullest extent permitted by law, you and the Company agree that any dispute, claim, or controversy arising out of or relating to these Terms or the Service shall be resolved by final and binding individual arbitration, rather than in court.

Either party may bring an individual action in small claims court if the claim qualifies.

Arbitration shall be administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules. Arbitration will take place in San Francisco County, California, unless otherwise agreed or as the AAA rules provide.

The arbitrator's decision shall be final and binding and may be entered as a judgment in any court of competent jurisdiction.

Class Action Waiver

YOU AND THE COMPANY AGREE THAT ALL CLAIMS SHALL BE BROUGHT IN AN INDIVIDUAL CAPACITY ONLY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, COLLECTIVE, CONSOLIDATED, OR REPRESENTATIVE PROCEEDING.

THE ARBITRATOR MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS AND MAY NOT PRESIDE OVER ANY FORM OF CLASS OR REPRESENTATIVE PROCEEDING.

Jury Trial Waiver

TO THE EXTENT PERMITTED BY LAW, YOU AND THE COMPANY WAIVE ANY RIGHT TO A JURY TRIAL IN ANY PROCEEDING ARISING OUT OF OR RELATING TO THESE TERMS OR THE SERVICE.

Opt-Out Right

You may opt out of this arbitration agreement by sending written notice to hello@askGlo.ai within thirty (30) days of first accepting these Terms. Your notice must include your full legal name, the phone number associated with your Glo account, and a clear statement that you wish to opt out of arbitration.

If you opt out, disputes will be resolved in the state or federal courts located in San Francisco County, California.

18. Governing Law

These Terms are governed by and construed in accordance with the laws of the State of California, without regard to conflict-of-law principles.

19. Force Majeure

We are not liable for delays or failures caused by events outside our reasonable control, including natural disasters, pandemics, telecommunications failures, carrier outages, cyberattacks, government actions, or disruptions to third-party infrastructure.

20. Assignment

You may not assign or transfer your rights under these Terms without our prior written consent.

We may assign our rights and obligations without restriction, including in connection with a merger, acquisition, or sale of assets.

21. Severability and Entire Agreement

If any provision of these Terms is held invalid or unenforceable, the remaining provisions remain in full force and effect.

If the class action waiver in Section 17 is found unenforceable, the entire arbitration agreement in that section shall be void (but the remaining Terms shall survive).

These Terms, together with our Privacy Policy, constitute the entire agreement between you and the Company regarding your use of the Service.

22. Changes to These Terms

We may update these Terms at any time. Material changes — particularly changes to the arbitration provision, medical disclaimer, or data practices — will be communicated through SMS, email, or in-app notification.

Continued use of the Service after changes take effect constitutes acceptance of the updated Terms.

23. Contact

Glo — K. I. Foundry, Inc.

Email: hello@askGlo.ai

Website: www.askGlo.ai