

Healthwords Conversational Search Terms

These additional Terms of Use ("Additional Terms") apply to Conversational Search on the Platform and are supplemental to, and should be read in conjunction with, the Terms of Use which apply to the Platform (available at <https://www.healthwords.ai/terms-of-service>) [Words which are defined in the Terms of Use have the same meaning when used in these Additional Terms. By using or accessing Conversational Search, you agree to be bound by these Additional Terms. If there is any inconsistency between these Additional Terms and the Terms of Use, these Additional Terms will apply. You should print a copy of these Additional Terms for future reference.

We may update these Additional Terms from time to time. These Additional Terms were last updated on 04/06/2023. By continuing to use or access any part of Conversational Search, you are agreeing to the current version of these Additional Terms.

1. **Not medical advice.** Healthwords is not a healthcare provider. Healthwords only provides Conversational Search for general information purposes. Healthwords is not responsible for any information communicated through Conversational Search. Neither Healthwords nor Conversational Search will diagnose, treat, cure or prevent any health issues or make any specific recommendations concerning any user's healthcare or treatment. The information Healthwords (or its related third parties) makes available on, through or in connection with Conversational Search does not constitute medical advice and it is the users' sole responsibility to seek the advice of a healthcare provider if the user has any questions or concerns or the user feels unwell. It is ultimately the user's responsibility to ensure Conversational Search is suitable for their needs.

You must consult a pharmacist or doctor before taking any action related to your personal health. Please do not action any information from Conversational Search without first consulting a pharmacist or doctor.

You must always consult a pharmacist, doctor or qualified health professional for accurate and up-to-date information relating to medical topics and your personal health.

You are using a beta version of Conversational Search. While Conversational Search is able to provide general information about certain health conditions, it is important to remember that responses are not intended to be taken as personal medical advice or

recommendations. While Conversational Search has certain safeguards in place, the language model can occasionally produce false or misleading information, as well as offensive or biased content. Please remember that Conversational Search is still learning. You must consult a pharmacist or doctor before taking any action related to your personal health.

Eligibility and Use Requirements. To use the Conversational Search, you must have a current Healthwords account ("**Account**") and you must be signed into your Account.

Your use of the Conversational Search is also subject to the Healthwords Privacy Policy which is available at [<https://www.healthwords.ai/privacy-policy>], which describes our collection, use and disclosure of information relating to your use of Conversational Search.**Using the Conversational Search.** Conversational Search allows you to enter text into our conversational search tool ("**Prompts**"), and to receive and view text responses ("**Responses**"). Prompts are a form of User Content under the Terms of Use. Through Prompts and Responses, you can have a conversation with an online AI-powered chatbot ("**Conversations**"). You can access your history of Conversations through your Account. If you close your Account, you may not be able to access your Conversation history. You must use the Conversational Search, including Prompts and Responses, only (i) in a lawful manner and in compliance with all applicable laws; and (ii) in accordance with these Additional Terms and the Terms of Use. You must not use Conversational Search to infringe or attempt to infringe, misappropriate or otherwise violate any of our rights or those of any other person or entity.

Due to the nature of the Conversational Search, Conversations may not be unique or consistent. Users may input the same or similar Prompts and receive the same, similar or different Responses from time to time, or compared to other users.

- Ending a Conversation.** You may choose to end a Conversation at any time by logging out of your Account. Conversational Search may also end a Conversation if you do not enter any Prompts in a reasonable time, or if reasonable Responses have been made. At the end of a Conversation, Conversational Search may present you with articles or other information related to the Conversation ("**Relevant Content**"). You may use the Relevant Content only in accordance with the Terms of Use and these Additional Terms.

Conversational Search may also give you the option to chat with a pharmacist; if you choose this option, you will be required to agree to the relevant terms and conditions and you may need to pay a fee which will be shown to you.

3. **Violations.** Serious or repeated violations of these Additional Terms may result in us suspending your Account (and your access to Conversational Search). We may also suspend your access to our other Services. You may contact us to request that we lift any suspension, however we will only do so if we are reasonably satisfied that you will comply with these Additional Terms.
4. **Suspension and Cancellation.** At any time, we may without notice to you, suspend or discontinue offering or supporting all or part of Conversational Search, to some or to all users. Subject to the requirements of law, we may limit, suspend, or terminate your use of Conversational Search at any time without notice and for any reason, including (without limitation) if you do not comply with these Additional Terms, if we suspect you are engaged in fraudulent or illegal activity, or if your Account is suspended or closed by us or by you.
5. **Use of Conversations.** Subject to your compliance with these Additional Terms (including section 9 below), you may use the content of Conversations outside of Conversational Search for any legal personal, non-commercial purpose.
6. **Ownership of Content.** Healthwords does not claim ownership of Prompts, or any other content you provide, post, input, or submit to the Conversational Search (including feedback and suggestions) (together, "**Your Content**"). By using the Conversational Search, posting, uploading, inputting, providing or submitting your Content you grant Healthwords, its affiliated companies and third party partners permission to use Your Content on a perpetual, irrevocable, sub-licensable, transferable and worldwide basis, including, without limitation, to copy, distribute, communicate to the public, make available, transmit, publicly display, publicly perform, reproduce, edit, translate, alter and reformat Your Content for any purpose. For example and without limitation, Healthwords may use Your Content to operate and improve the Conversational Search feature or other parts of Healthwords' service, including by providing Your Content to its licensors. Healthwords is not obliged to pay you for use of Your Content.

You warrant and represent that you own or otherwise control all of the rights to Your Content including, without limitation, all the rights necessary for you to provide, post,

upload, input or submit Your Content and to grant Healthwords the licence set out in this section.

7. **No Secondary Information Sharing.** Responses and Conversations are provided to the user whose Account accessed Conversational Search. Healthwords is not responsible for content that is copied and used for purposes outside the Platform or provided to any other person or user. You are not permitted to share any Conversations with any other person or user.
8. **No Guarantees; No Representations or Warranties.** While we intend to continue developing and improving Conversational Search, we cannot guarantee or promise how Conversational Search will operate or that it will function as intended or as you expect. Conversational Search is for general information purposes only; the Conversational Search is not error-free, may not work as expected and may generate incorrect, offensive or unreliable information. You should not rely on Conversational Search and you should not use Conversational Search for medical advice of any kind. Your use of the Conversational Search is at your own risk.

Healthwords does not make any warranty or representation of any kind that any material created by Conversational Search, including Responses and Conversations, does not infringe the rights of any third party (including but not limited to copyright, trademark, rights of privacy and publicity, and defamation).