

Terms of Use

These Terms explain the rules for using Chick. They are written to protect the service, set clear expectations, and help users understand that Chick is a practical guidance tool, not a medical, scientific, or emergency service.

Important status of these Terms

Last updated: 9 May 2026. These Terms are between you and HOSSEINI NASAB LTD, a private limited company registered in England under company number 14644256, with registered office at 55a Warwick Road, Beaconsfield, England, HP9 2PL. HOSSEINI NASAB LTD operates the Chick product and services. In these Terms, "we", "us" and "our" mean HOSSEINI NASAB LTD. "Chick" means the Chick website, app, pages, tools, AI features, food logging, photo and voice features, nutrition and fitness features, planning tools, reports, content, emails, support, and any related services we provide. "You" means the person who visits, creates an account, pays for, or uses Chick.

These Terms apply to your access to and use of Chick.

By accessing Chick, creating an account, clicking an acceptance box, starting a subscription, paying for Chick, or continuing to use Chick after changes are published, you agree to these Terms. If you do not agree, you must not use Chick.

If you use Chick for a business, organisation, family member, client, or another person, you confirm that you have authority to do so and that you are responsible for that use.

Chick is a guidance and education tool

Chick is designed to help users understand food, calories, protein, nutrients, weight trends, activity, sleep, daily planning, grocery choices, social eating, triggers, and progress patterns. Chick is intended to support learning, direction, reflection, and better everyday decisions.

Chick is not a medical device, healthcare provider, dietitian, nutritionist, personal trainer, laboratory, diagnostic system, emergency service, or substitute for professional judgement. Chick does not diagnose, treat, prevent, cure, or monitor any disease or medical condition.

You are responsible for deciding whether Chick is suitable for you. If you have a medical condition, take medication, are pregnant, are under medical supervision, have a history of eating disorders, have diabetes, have a heart condition, have kidney disease, are underweight, are under 18, or have any other health risk, do not use Chick as a substitute for qualified professional support.

AI features, estimates, and real-life uncertainty

Chick uses AI and other automated systems to help interpret food descriptions, photographs, voice notes, exercise entries, schedules, grocery information, trends, and user context. AI outputs are generated from imperfect inputs and probabilistic models. They can be inaccurate, incomplete, outdated, inconsistent, or unsuitable for your situation.

Food and nutrition information in real life is never perfectly measurable by an app. Portion sizes, recipes, restaurant meals, cooking methods, packaging data, brands, photographs, user descriptions, and database entries can all vary. Chick may estimate calories, protein, nutrients, serving sizes, exercise calories, targets, reports, and recommendations. These are guidance estimates, not

scientific measurements.

The practical purpose of Chick is to help you understand direction and patterns. For example, it is usually more useful to know that chicken breast is generally higher in protein and lower in calories than cake than to treat every gram, calorie, or micronutrient estimate as exact.

You must review AI outputs before acting on them. Where accuracy matters, you should check packaging labels, official product information, professional advice, and your own judgement. You may correct entries in Chick where available. If something looks wrong, do not rely on it blindly.

Availability and international users

Chick is primarily designed for users in the United Kingdom. If you access Chick from another country, you are responsible for making sure that your use is lawful where you are located.

We may limit, suspend, or stop offering Chick, or particular features, countries, languages, payment methods, or user groups, where we believe this is needed for legal, safety, operational, payment, or compliance reasons.

Accounts and security

You must provide accurate account information and keep it up to date. You are responsible for activity that occurs through your account, except where the law says otherwise.

You must keep your login credentials, devices, and email account secure. Tell us promptly if you believe your account has been accessed without permission.

We may refuse registration, suspend access, restrict features, or close accounts where we reasonably believe this is necessary to protect the service, users, data, safety, our legal position, or the integrity of Chick.

User content and permission to use it for the service

You may provide food logs, photos, voice notes, text, weight entries, exercise entries, sleep information, calendar items, task information, preferences, goals, feedback, and other content. This is your "User Content".

You keep any rights you have in your User Content. You give us a worldwide, non-exclusive, royalty-free licence to host, store, copy, process, transmit, display, analyse, transform, and use your User Content as necessary to operate, secure, support, improve, and provide Chick and its features.

You confirm that you have the right to provide your User Content and that it does not violate the rights, privacy, confidentiality, or safety of anyone else. Do not upload other people's personal data, photos, health information, or private information unless you have a lawful right to do so.

You understand that AI features may require your text, image, audio, and contextual information to be sent to AI service providers and other technical providers so the feature can work.

Subscriptions, trials, prices, and payments

Some parts of Chick may be free, paid, trial-based, promotional, subscription-based, usage-based, or limited by plan. Prices, features, limits, usage allowances, trial availability, billing periods, payment methods, and plan names may change over time.

If you buy a paid plan, you authorise us and our payment provider to charge the applicable fees, taxes, renewal payments, and any other charges clearly presented to you at purchase. Unless stated otherwise, subscriptions renew automatically until cancelled.

You are responsible for cancelling before the renewal date if you do not want further charges. Cancelling normally stops future renewal charges but does not automatically refund past charges unless our refund policy or mandatory law gives you that right.

More payment rules are set out in our Subscription, Billing and Refund Policy.

Changes to Chick and to these Terms

Chick is a developing AI-based startup product. We may add, remove, rename, redesign, limit, suspend, replace, or change features, models, prompts, pages, plans, prices, usage limits, supported inputs, outputs, integrations, providers, or availability at any time.

We may update these Terms from time to time. If a change is material, we will take reasonable steps to make it available, such as posting the updated version, updating the date, sending notice, or requiring renewed acceptance where appropriate. Your continued use after the effective date means you accept the updated Terms.

We are not responsible for loss caused by your reliance on the continued availability of any specific feature, price, layout, model, output, or integration, except where mandatory law says otherwise.

Acceptable use

You must use Chick lawfully, responsibly, and only for its intended wellness, planning, education, and personal tracking purposes.

You must not misuse Chick, interfere with its security, scrape or copy it at scale, reverse engineer it, attempt to bypass limits, upload malicious content, use it to harm yourself or others, use it for emergency decisions, or use it to provide regulated medical, nutrition, fitness, or professional services without proper qualifications and responsibility.

The Acceptable Use Policy contains more detailed rules and forms part of these Terms.

Third-party services and external information

Chick may rely on third-party providers for application hosting, database hosting, session/cache infrastructure, private file storage, authentication, AI/model processing, image or audio processing, transcription, error monitoring, security diagnostics, email delivery, support communications, and other technical services needed to operate Chick.

Third-party services may have their own terms, privacy notices, availability, limits, errors, outages, and security practices. We are not responsible for third-party services beyond what mandatory law requires.

Food, nutrition, exercise, and health information may come from AI models, databases, labels, user input, public information, or estimation logic. We do not guarantee that any external information is complete, current, or correct.

Intellectual property

Chick, including its software, design, brand, name, logo, copy, pages, prompts, models configuration, workflows, databases, reports, visual design, and content, belongs to us or our licensors. You receive a limited, personal, revocable, non-transferable right to use Chick in accordance with these Terms.

You must not copy, sell, resell, rent, sublicense, reproduce, adapt, distribute, publicly display, or commercially exploit Chick without our written permission.

If you send ideas, feedback, suggestions, corrections, or improvement requests, you allow us to use them without restriction or payment to you.

Service availability and security

We aim to provide a reliable service, but Chick may be unavailable, delayed, interrupted, inaccurate, or degraded because of maintenance, bugs, capacity limits, hosting issues, provider outages, security events, internet problems, model failures, or other reasons.

We may monitor, log, investigate, block, limit, or remove activity where we reasonably believe this is needed for security, support, abuse prevention, legal compliance, debugging, fraud prevention, or service integrity.

No digital service is completely secure or error-free. You should keep your own records of important information and not rely on Chick as your only copy of important food, health, schedule, payment, or progress data.

Disclaimers

Chick is provided on an "as is" and "as available" basis to the fullest extent permitted by law. We do not promise that Chick will be uninterrupted, error-free, perfectly secure, medically appropriate, scientifically exact, or suitable for your specific goals.

We do not guarantee any weight loss, health improvement, fitness result, calorie result, nutrient result, habit change, medical outcome, or business outcome. Results depend on many factors outside our control, including your choices, body, health, consistency, environment, professional advice, and the accuracy of information you provide.

You use Chick at your own risk and remain responsible for your decisions.

Limitation of liability

To the fullest extent permitted by law, we are not liable for indirect, incidental, special, consequential, exemplary, punitive, or economic loss, loss of profit, loss of business, loss of opportunity, loss of goodwill, loss of data, loss caused by inaccurate estimates, or loss arising from reliance on AI outputs, food estimates, nutrient estimates, exercise estimates, targets, reports, plans, or third-party services.

To the fullest extent permitted by law, our total liability to you for all claims relating to Chick is limited to the greater of: (a) the amount you paid to use Chick in the three months before the event giving rise to the claim; or (b) GBP 50.

These limits apply as far as the law allows. They do not change any rights or responsibilities that the law says cannot be changed by contract.

Indemnity

To the fullest extent permitted by law, you agree to indemnify and hold harmless HOSSEINI NASAB LTD, its owners, directors, officers, employees, contractors, suppliers, service providers, and affiliates from and against claims, losses, liabilities, damages, costs, and expenses, including reasonable legal fees, arising from or related to: your misuse of Chick; your breach of these Terms; your User Content; your unlawful activity; your violation of another person's rights; your use of Chick for professional, commercial, or regulated advice; your failure to check important outputs; or your decisions based on Chick outside its intended purpose.

This indemnity does not apply to the extent a claim is caused by our own unlawful conduct or where mandatory consumer law prevents it.

Termination

You may stop using Chick at any time. You remain responsible for any charges incurred before cancellation or termination.

We may suspend, restrict, or terminate your access if you breach these Terms, create risk for Chick or others, fail to pay, misuse the service, violate law, or if we discontinue all or part of Chick.

Clauses that by their nature should continue after termination will continue, including intellectual property, payment obligations, disclaimers, liability limits, indemnities, privacy-related provisions, and dispute clauses.

Consumer rights and fairness

Some laws give consumers rights that cannot be removed by contract. These Terms are intended to operate only as far as the law allows.

If any clause is found invalid or unenforceable, the remaining clauses continue to apply, and the clause should be interpreted or replaced in a lawful way that comes as close as possible to its intended protective purpose.

Governing law and disputes

Chick is operated by HOSSEINI NASAB LTD from the United Kingdom. Unless mandatory local law gives you different rights, these Terms and any dispute relating to Chick are governed by the laws of England and Wales, and the courts of England and Wales will have jurisdiction.

Before starting formal proceedings, you agree to contact us first and give us a reasonable opportunity to resolve the issue informally.

Contact

Questions about these Terms should be sent to support@chick.health or through the Contact page.