

Terms of Service

Effective Date: October 9, 2026 | www.myhh.online

1. Acceptance and Eligibility

These Terms of Service ("Terms") form a binding agreement between you and ICONTENT Tanácsadó és Kereskedelmi Kft. (Icontent Kft.), registered office 2089 Telki, Zápor utca 8., Hungary ("myHealthHub", "we", "us"), the operator of the platform at www.myhh.online (the "Platform"). By registering or using the Platform you accept these Terms.

The Platform is for adults aged 18 or over. If you use it on behalf of an organisation, you confirm you are authorised to bind that organisation.

Our [Privacy Policy](#) forms part of these Terms and explains how personal and health data are processed. If these Terms conflict with the Privacy Policy on data handling, the Privacy Policy prevails.

2. The Platform and User Categories

The Platform aggregates data from wearables and biosensors and turns it into health and wellbeing insights. It serves six user groups, each with its own access scope:

- **Individuals:** a unified view of their own data, with full control over what is shared and with whom.
- **Employers and corporate wellness teams:** anonymised, aggregated team insights only, with a minimum group size of 5.
- **Insurers:** anonymised population-level analytics; individual data only with the member's separate, explicit consent.
- **Researchers:** anonymised, consent-gated datasets.
- **Medical service providers:** patient data only with patient consent and under a Data Processing Agreement.
- **Food delivery operators:** anonymised aggregate nutrition and metabolic trends; individual data only with separate consent.

Features available to you depend on your user category and plan.

3. Accounts and Security

You must give accurate registration information and keep it current. You are responsible for all activity under your account and for keeping your credentials confidential. Tell us at privacy@myhh.online without delay if you suspect unauthorised access.

One person, one account. Organisational accounts may add users within the limits of their plan and must ensure each user complies with these Terms. You may not share or transfer an account without our written consent.

4. Consent and Device Integrations

We collect health and biometric data only with your explicit, separate consent. Connecting a wearable or calendar (for example WHOOP, Polar, Fitbit/Google, Sibionics, Google Calendar, Microsoft 365) requires your authorisation through that provider's OAuth2 flow. Access is read-only.

You may withdraw consent or disconnect an integration at any time in the Platform or by contacting privacy@myhh.online. Withdrawal does not affect earlier lawful processing, and some features may stop working once the related data is no longer available.

Authorising an integration may involve data transfers outside the EEA, as described in the Privacy Policy.

5. No Medical Advice

The Platform provides wellness information and AI-generated insights, risk signals and recommendations. It is **not** a medical device, does not diagnose, treat or prevent any disease, and does not replace professional medical advice. Insights depend on sensor accuracy and may be incomplete or wrong.

Consult a qualified healthcare professional before making health decisions, especially about medication, diet or treatment. Do not rely on the Platform in an emergency; contact local emergency services (112 in Hungary and the EU).

Where a medical provider uses the Platform in patient care, clinical responsibility remains solely with that provider.

6. Acceptable Use

You agree not to:

- attempt to re-identify, de-anonymise or single out any individual from aggregated, pseudonymised or anonymised data;
- access data or functions outside your role, or bypass access controls, k-anonymity thresholds or other safeguards;
- scrape, reverse engineer, or interfere with the security or operation of the Platform;
- upload unlawful content or data you have no right to share;
- use the Platform to discriminate against, profile or take adverse action against individuals;
- resell or sublicense Platform access without our written consent.

We may investigate suspected breaches and cooperate with authorities where the law requires.

7. Organisational Clients

Employers, insurers, medical providers and food delivery operators ("Clients") receive only anonymised, aggregated insights, unless an individual gives separate, explicit consent to share identifiable data. Each Client must sign a Data Processing Agreement where we act as processor.

Clients agree to:

- obtain any consents and give any notices that applicable law requires of them;

- not use Platform outputs to make hiring, firing, promotion, pricing, coverage or claims decisions about an identifiable person;
- not pressure individuals to enrol or to consent, and not penalise anyone for declining or withdrawing;
- not attempt to infer individual data from small groups; dashboards will not display metrics from fewer than 5 contributors.

8. Research Data

Researchers receive standardised, anonymised datasets under a data sharing agreement. Researchers must not attempt re-identification, must keep the data within the approved project and ethical oversight, and must not pass it on to third parties without our written approval. We may suspend access and require deletion on breach. Credit to myHealthHub as data source is required in publications unless otherwise agreed.

9. Fees and Billing

Plans, features and prices for individuals are set out in [Annex A \(Pricing Schedule\)](#), which forms part of these Terms. The price shown at purchase is binding. Organisations are priced under an individual agreement.

Payments are processed by our payment provider; we do not store raw card data. Paid plans renew automatically for the same period unless cancelled before the renewal date. Consumers keep their statutory right of withdrawal, subject to the rules for digital services started at their request. We may change prices with at least 30 days' notice, effective from the next billing period.

10. Intellectual Property and Your Data

The Platform, its software, design, models and documentation belong to Icontent Kft. or its licensors. We grant you a limited, non-exclusive, non-transferable, revocable licence to use it for its intended purpose during your subscription.

You keep ownership of your personal and health data. You give us the licence needed to process it to provide the Platform and as described in the Privacy Policy. Anonymised and aggregated data that cannot identify you may be used to operate, improve and research the Platform. You may export or delete your data at any time.

11. Third-Party Services

The Platform depends on third-party APIs and services (wearable vendors, calendar providers, hosting). Their availability, data quality and terms are outside our control, and your use of them is governed by their own terms. We are not liable for changes, outages or discontinuation of a third-party service, though we will try to tell you of changes that materially affect you.

12. Availability, Suspension and Termination

We aim for reliable service but do not guarantee uninterrupted availability; we may carry out maintenance and change features. You may close your account at any time. We may suspend or terminate access with reasonable notice, or immediately where you materially breach these Terms, endanger the Platform or others, or the law requires. On termination,

data is handled under the retention periods in the Privacy Policy, and you may export your data beforehand.

13. Disclaimers and Liability

The Platform is provided "as is" to the extent the law permits. We do not warrant that insights are accurate, complete or fit for a particular health purpose.

To the extent permitted by law, we are not liable for indirect or consequential loss, lost profits, or decisions you make based on Platform insights. For business customers, our total liability in any 12 months is limited to the fees paid in that period.

Nothing limits liability for intent, gross negligence, death or personal injury, harm to health caused by our breach, or any liability that cannot be excluded under mandatory Hungarian or EU law, including consumer protection law.

14. Governing Law and Disputes

These Terms are governed by Hungarian law (including the Civil Code, Act V of 2013) and applicable EU law. Please contact us first at privacy@myhh.online or the support address so we can try to resolve a dispute informally.

Business customers submit to the exclusive jurisdiction of the competent courts of Budapest. Consumers keep the mandatory protections of their country of residence, may use the courts competent under law, may turn to the conciliation board of their county chamber of commerce, and may use the EU online dispute resolution platform. Data protection complaints may go to NAIH (www.naih.hu).

15. Changes and Contact

We may update these Terms for legal, technical or service reasons. For material changes we will notify registered users by email or in-app notice at least 30 days before they take effect. Continued use after that date means acceptance; if you disagree, you may close your account. If any provision is invalid, the rest stays in force.

Contact: ICONTENT Tanácsadó és Kereskedelmi Kft. (Icontent Kft.)

- Registered office: 2089 Telki, Zápor utca 8., Hungary
- Company registration number: Cg. 13-09-092584 (Budapest Környéki Törvényszék Cégbírósága)
- Tax number: HU12924521-2-13
- Email: info@myhh.online; privacy matters: privacy@myhh.online
- Website: www.myhh.online
- Hosting provider: Heroku, Inc., 415 Mission St. 3rd Floor, San Francisco, CA 94105, United States

Annex A – Pricing Schedule

Prices for individual users, in EUR, including VAT.

Plan	Includes	Price
Freemium	Up to 5 connected devices, unified dashboard	0
Standard	Everything in Freemium, plus CGM and blood glucose interpretation, AI-based personalised insights and coaching, early risk reports, extended data retention	0 (currently free)
Premium	Everything in Standard, plus data export and sharing with doctors or dietitians	0 (currently free)
Organisations	Individual agreement	Request a quote

The Standard and Premium plans are currently offered at no charge (0 EUR). We reserve the right to introduce or change prices, plan contents and plan limits at any time. Price changes take effect with at least 30 days' notice and do not apply retroactively to periods already paid.

Free trial. Once prices apply, each new Standard or Premium subscription starts with a 1-month free trial. If you do not cancel before the trial ends, the plan continues at the then-current price.

Cancellation and refunds. You may cancel a paid plan at any time. Cancellation stops renewal, and you keep access until the end of the period you have paid for. Fees for a period already paid are not refunded after cancellation. Consumers may withdraw from the subscription within 14 days of subscribing, which falls within the free trial, and no fee is charged for that period. We do not grant a separate withdrawal period after the first payment. This does not limit any right or refund that mandatory law gives consumers.