

Highly Healthy Habits

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Terms and Conditions

Highly Healthy Habits – Terms & Conditions

These Terms & Conditions govern your use of the Highly Healthy Habits website, AI tools, educational content, and coaching services. By accessing or using any part of the platform, you confirm that you have read, understood, and agreed to these Terms & Conditions, regardless of where in the world you are located.

1. Purpose of the Platform

Highly Healthy Habits provides educational tools, AI-generated reports, habit-building resources, and access to qualified health coaches. The platform is designed to help you understand your body, explore natural health principles, and build sustainable habits.

The platform does not provide medical diagnosis, medical treatment, or emergency services.

2. Eligibility

You must be at least 18 years old to use the site, the AI tools, or to book a health coach.

3. Anonymity and Privacy

Your privacy is central to how the platform works.

- You may use the symptom checker and AI tools completely anonymously.
- You do not need to create an account or provide personal details to access AI reports.
- Personal information is only requested if you choose to book a human health coach.
- You may use the platform for yourself or for a loved one without revealing your identity.
- Any information you choose to share is handled securely and respectfully.

Full details are provided in the Privacy Policy.

4. Use of AI Tools

The platform uses AI to generate symptom insights, lifestyle suggestions, and educational reports.

By using the AI tools, you agree that:

- AI outputs are for education and self-understanding only.
- AI does not diagnose medical conditions or replace professional healthcare.
- You are responsible for how you use or interpret AI-generated information.
- You should seek medical advice from a qualified professional for any health concerns.

The AI systems are overseen by a team with Masters-level qualifications in Artificial Intelligence and Cyber Security, ensuring responsible design and safe operation.

5. Human Coaching Services

If you choose to work with a health coach:

- You will be asked to provide personal details to arrange your sessions.
- All coaches must hold a CNM qualification or equivalent and maintain current professional insurance.
- Coaching provides lifestyle and habit guidance, not medical diagnosis or treatment.
- You are responsible for your own decisions and actions based on coaching advice.

Coaching is optional and separate from the free or low-cost AI tools.

6. Educational Content

The platform includes articles, blogs, guides, and book-based material on natural health principles such as sleep, movement, diet, fasting, breathing, cold/heat exposure, and sensory health.

This content is for general education only and should not be treated as medical advice.

7. No Medical or Emergency Services

Highly Healthy Habits does not:

- Provide medical diagnosis
- Offer medical treatment
- Replace healthcare professionals
- Handle emergencies

If you have symptoms that concern you, or if you are unwell, you should contact a qualified healthcare provider.

If you are experiencing a medical emergency, call your local emergency services immediately.

8. User Responsibilities

By using the site, you agree to:

- Use the tools for lawful purposes only
- Not misuse, copy, or distribute the platform's content without permission
- Not attempt to interfere with the site's security or functionality
- Provide accurate information if booking a coach

You are responsible for your own health decisions and for seeking professional care when needed.

9. Data Protection and Security

The platform uses secure systems to protect your information. AI tools can be used anonymously, and personal data is only collected when you choose to book a coach.

The engineering team includes specialists with Masters-level training in Cyber Security, ensuring strong protection measures.

Full details are provided in the Privacy Policy.

10. Intellectual Property

All content on the site—including text, graphics, illustrations, AI reports, and educational materials—is owned by Highly Healthy Habits or used with permission. You may not reproduce or distribute it without written consent.

11. Payment and Refunds

Some services are free, some are low-cost, and coaching sessions may require payment.

- Prices are clearly displayed before purchase.
- Refund policies for coaching sessions will be provided at the time of booking.

12. Changes to the Platform

Highly Healthy Habits may update or modify the site, tools, or terms at any time. Continued use of the platform means you accept the updated terms.

13. Limitation of Liability

Highly Healthy Habits is not liable for:

- Decisions you make based on AI reports or coaching
- Any health outcomes resulting from lifestyle changes
- Losses arising from use or inability to use the site
- Third-party actions or services

Your use of the platform is at your own discretion and risk.

14. Governing Law and Jurisdiction

These Terms & Conditions are governed by the laws of England and Wales.

By using the platform, you agree that any disputes will be handled exclusively under the jurisdiction of the courts of England and Wales, regardless of your location.

15. Acceptance of Terms

By accessing or using any part of the Highly Healthy Habits website, AI tools, or coaching services, you confirm that you accept and agree to these Terms & Conditions in full.

If you do not agree, you must not use the platform.

Intellectual Property Notice

Highly Healthy Habits – Intellectual Property Notice

This Intellectual Property Notice explains the ownership and permitted use of all content, tools, branding, and materials associated with Highly Healthy Habits (“we”, “our”, “the platform”). By using the website, AI tools, or coaching services, you agree to respect the intellectual property rights described below.

1. Ownership of Content

All content on the Highly Healthy Habits platform is protected by copyright and other intellectual property laws. This includes:

- Written content (blogs, guides, book excerpts, educational materials)
- AI-generated reports and summaries
- Illustrations, graphics, icons, and infographics
- Branding elements (logos, colour palettes, design systems)
- Website layout, structure, and user interface
- Coaching resources, frameworks, and habit-building tools
- Any downloadable or viewable materials

Unless otherwise stated, all intellectual property is owned by Highly Healthy Habits or used with permission from the rightful owner.

2. Use of AI-Generated Content

AI-generated reports and insights are provided for personal, educational use only. You may:

- Read, save, or print your own reports
- Use them for personal wellbeing reflection
- Share them privately with a healthcare professional or loved one

You may not:

- Publish AI-generated content publicly without permission
- Sell, license, or commercially exploit AI-generated content
- Present AI-generated content as your own original work

- Use AI outputs to create derivative commercial products

The structure, logic, and educational frameworks behind the AI remain the intellectual property of Highly Healthy Habits.

3. Restrictions on Use

You may not copy, reproduce, distribute, or modify any part of the platform's content without written permission. This includes:

- Copying large sections of text
- Reproducing graphics or illustrations
- Republishing blog posts or educational materials
- Using branding elements in your own projects
- Extracting data or content for commercial use
- Scraping or harvesting content using automated tools

Limited quoting for personal or academic use is permitted, provided proper attribution is given.

4. Use of the Highly Healthy Habits Brand

The Highly Healthy Habits name, logo, and visual identity are protected trademarks. You may not:

- Use the brand in advertising or promotional materials
- Imply endorsement or partnership without permission
- Create products or services using the brand
- Use similar branding that may cause confusion

Any unauthorised use may result in legal action.

5. Third-Party Content

Some content on the platform may be licensed from third parties. This includes:

- Stock images
- Scientific references
- External frameworks or tools

- Coach-provided materials

These remain the property of their respective owners and may not be reused without permission.

6. User-Generated Content

If you submit content to the platform (e.g., feedback, testimonials, optional uploads), you grant Highly Healthy Habits a non-exclusive licence to use that content for:

- Improving the platform
- Internal training
- Displaying testimonials (with your consent)

You retain ownership of your own submissions.

7. Prohibited Activities

You may not:

- Reverse-engineer or attempt to extract the AI's underlying models
- Copy or replicate the platform's educational frameworks
- Use platform content to build competing products
- Remove copyright notices or attribution
- Circumvent technical protections

These actions violate intellectual property law and may result in legal consequences.

8. Reporting IP Concerns

If you believe your intellectual property has been used on the platform without permission, you can contact us using the details provided on the website. We will review and respond promptly.

9. Changes to This Notice

This notice may be updated periodically. Continued use of the platform indicates acceptance of any updated terms.

10. Governing Law

This Intellectual Property Notice is governed by the laws of England and Wales.

By using the platform, you agree that any disputes will be handled under this jurisdiction, regardless of your location.

Refund & Cancellation Policy

Highly Healthy Habits – Refund & Cancellation Policy

This Refund & Cancellation Policy explains how payments, cancellations, rescheduling, and refunds are handled for coaching services offered through Highly Healthy Habits (“we”, “our”, “the platform”). By booking a coaching session, you agree to the terms below.

1. Payment Terms

- Payment for coaching sessions is required at the time of booking unless otherwise stated.
- Prices are clearly displayed before purchase.
- A booking is confirmed only once payment has been received.

2. Cancellation by the Client

We understand that plans change. To respect the time of both clients and coaches, the following rules apply:

2.1 Cancellations Made With Notice

- Cancellations made 24 hours or more before the scheduled session can be:
- Refunded in full, or
- Rescheduled at no additional cost

2.2 Late Cancellations

- Cancellations made less than 24 hours before the session may be charged in full.
- This is because the coach has reserved that time specifically for you and may not be able to fill the slot at short notice.

2.3 No-Shows

- If you do not attend your session and do not notify us, the session is considered a no-show and is non-refundable.

3. Rescheduling

- Sessions may be rescheduled once without charge if requested at least 24 hours in advance.

- Additional rescheduling requests may incur a fee or require a new booking, depending on coach availability.

4. Refunds

Refunds are issued under the following conditions:

- Full refund for cancellations made 24+ hours before the session
- Full refund if the coach cancels and you do not wish to reschedule
- Partial or no refund for late cancellations or no-shows (as outlined above)

Refunds are processed to the original payment method.

5. Cancellation or Rescheduling by the Coach

If a coach needs to cancel or reschedule:

- You will be notified as soon as possible
- You may choose to reschedule or receive a full refund
- No penalties or fees will apply

Coaches are expected to uphold professional standards and minimise disruptions.

6. Packages and Multi-Session Plans

If you purchase a package of multiple sessions:

- Refunds for unused sessions are available only if the request is made before the package expires
- Used sessions are non-refundable
- Package discounts apply only if the full package is completed; partial refunds may be recalculated at the standard session rate

Package expiry dates will be clearly stated at purchase.

7. Technical Issues

If a session cannot take place due to technical problems (e.g., internet failure):

- The session will be rescheduled at no cost

- If rescheduling is not possible, a refund may be issued

Clients are responsible for ensuring they have a stable connection for online sessions.

8. Exceptional Circumstances

We understand that emergencies happen. If you experience a genuine emergency:

- Please contact us as soon as possible
- We may waive cancellation fees at our discretion

This is handled on a case-by-case basis with compassion and fairness.

9. Non-Transferability

- Coaching sessions are non-transferable unless explicitly agreed in writing
- You may not transfer your session to another person without approval

This ensures safety, professionalism, and continuity of care.

10. Governing Law

This policy is governed by the laws of England and Wales.

By booking a session, you agree that any disputes will be handled under this jurisdiction, regardless of your location.

11. Acceptance of This Policy

By booking a coaching session through Highly Healthy Habits, you confirm that:

- You have read and understood this Refund & Cancellation Policy
- You agree to the terms in full
- You understand the time commitment and professional preparation involved in coaching

Privacy Policy

Highly Healthy Habits (“we”, “our”, “the platform”) is committed to protecting your privacy and handling your information with transparency, respect, and care. This policy explains what data we collect, how we use it, how we protect it, and the choices you have.

Highly Healthy Habits is based in the United Kingdom, and all data processing is governed by the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. By using the platform, you agree to the practices described in this policy.

1. Our Privacy Philosophy

Highly Healthy Habits is designed with privacy at its core. You can use the majority of our tools—including the symptom checker and AI-generated reports—completely anonymously. We only collect personal information when you choose to provide it, such as when booking a health coach.

We never sell your data, never share it without your permission, and never use it for advertising.

2. Information We Collect

2.1 Anonymous Information

Most of the platform can be used without identifying yourself. When you use the AI tools anonymously, we may collect non-identifiable information such as:

- Device type and browser
- General usage patterns
- Anonymous symptom inputs
- Anonymous lifestyle information
- Technical logs for performance and security

This information cannot identify you and is used only to improve the platform.

2.2 Personal Information (Only When You Choose to Provide It)

We only collect personal data if you:

- Book a health coach
- Contact us directly
- Subscribe to updates

- Provide details voluntarily

This may include:

- Name
- Email address
- Phone number
- Information you choose to share with a coach

You remain in full control of what you share.

3. How We Use Your Information

3.1 Anonymous AI Tools

Anonymous inputs are used to:

- Generate personalised educational reports
- Improve the accuracy and quality of the AI
- Understand general usage trends
- Maintain platform security and performance

These inputs are not linked to your identity.

3.2 Coaching Services

If you book a coach, your personal data is used to:

- Arrange appointments
- Provide personalised guidance
- Maintain professional records required by coaching standards

Coaches must keep your information confidential and secure.

3.3 Communication

If you contact us or subscribe to updates, we may use your details to:

- Respond to your enquiry
- Send relevant updates or resources
- Provide service-related information

You can unsubscribe at any time.

4. Legal Basis for Processing

We process your data under the following legal bases:

- Consent – when you voluntarily provide personal information
- Legitimate interest – to improve the platform and ensure functionality
- Contractual necessity – when booking a coach
- Legal obligation – where required for regulatory or insurance purposes

5. How We Protect Your Data

Your data is protected using:

- Secure servers
- Encrypted connections (HTTPS)
- Access controls
- Regular security reviews
- Industry-standard cyber security practices

Our engineering team includes professionals with Masters-level qualifications in Cyber Security, ensuring robust protection measures.

Coaches must maintain professional insurance and follow strict confidentiality standards.

6. Data Sharing

We do not sell, rent, or trade your data.

We may share data only when:

- You explicitly request or consent to it
- It is required to deliver coaching services
- It is required by law or regulatory authorities

Anonymous data may be used for platform improvement but cannot identify you.

7. Data Retention

- Anonymous AI inputs may be retained for platform improvement.
- Personal data for coaching clients is retained only as long as necessary for professional, legal, or insurance requirements.
- You may request deletion of your personal data at any time, subject to legal obligations.

8. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion (“right to be forgotten”)
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent at any time

To exercise these rights, contact us using the details provided on the website.

9. International Users

Highly Healthy Habits is accessible worldwide. By using the platform, you agree that:

- Your data will be processed in the United Kingdom
- UK GDPR and this Privacy Policy govern all data handling
- You are responsible for complying with local laws where applicable

10. Children’s Privacy

The platform is intended for adults aged 18 and over. We do not knowingly collect data from children.

11. Cookies and Tracking Technologies

If the site uses cookies or analytics tools, they may collect anonymous usage data. A separate Cookie Policy explains:

- What cookies are used
- Why they are used
- How you can manage your preferences

12. Changes to This Policy

We may update this policy from time to time. Continued use of the platform indicates acceptance of any updated terms.

13. Contact Information

If you have questions about this policy or wish to exercise your data rights, you can contact us using the details provided on the website.

Medical Disclaimer

Highly Healthy Habits – Medical Disclaimer

Highly Healthy Habits provides educational content, AI-generated reports, habit-building tools, and access to qualified health coaches. The platform is designed to help you understand your body, explore natural health principles, and make informed lifestyle choices. It is not a medical service and does not replace professional healthcare.

By using this website, you agree to the terms of this Medical Disclaimer.

1. Not a Substitute for Medical Advice

All information on this platform—including AI-generated reports, blogs, guides, illustrations, and coaching insights—is for general education only. It is not intended to:

- Diagnose any medical condition
- Provide medical treatment
- Replace professional medical advice
- Serve as a clinical assessment
- Guide emergency decision-making

Always seek the advice of a qualified healthcare professional regarding any medical concerns, symptoms, or conditions.

2. No Medical Diagnosis or Treatment

The AI symptom checker and personalised reports are designed to help you understand patterns in your lifestyle, habits, and wellbeing. They:

- Do not diagnose diseases
- Do not confirm or rule out medical conditions
- Do not provide treatment plans
- Do not replace clinical testing or medical evaluation

Any insights provided should be interpreted as educational information, not medical conclusions.

3. Coaching Is Not Medical Care

Health coaches on the platform provide lifestyle, habit, and wellbeing guidance. They do not:

- Diagnose medical conditions
- Prescribe medication
- Offer medical treatment
- Provide clinical therapy
- Replace the role of a doctor, nurse, or other regulated healthcare professional

Coaching is intended to support your wellbeing, not to manage medical issues.

4. Emergency Situations

Highly Healthy Habits does not provide emergency support.

If you believe you are experiencing a medical emergency, contact your local emergency services immediately.

5. Personal Responsibility

You are responsible for your own health decisions. By using the platform, you acknowledge that:

- You will not rely solely on AI reports or coaching for medical decisions
- You will seek professional medical advice when needed
- You understand that lifestyle changes may affect your health and should be approached responsibly

Any actions you take based on information from this platform are at your own discretion.

6. Accuracy and Limitations

While we strive to provide accurate, evidence-based information:

- Health science evolves
- AI systems have limitations
- Natural-health principles may not apply equally to everyone
- Individual responses to lifestyle changes vary

We cannot guarantee that all information is complete, up-to-date, or suitable for your specific circumstances.

7. No Doctor–Patient Relationship

Using this website, its AI tools, or its coaching services does not create a doctor–patient, therapist–client, or clinician–patient relationship.

8. International Users

Highly Healthy Habits is based in the United Kingdom.

All information provided is aligned with UK standards for health education. Users outside the UK are responsible for complying with local medical and legal requirements.

9. Consult a Professional

If you have concerns about your physical or mental health, or if symptoms persist, worsen, or cause distress, consult a qualified healthcare professional promptly.

Data Protection Policy

Highly Healthy Habits – Data Protection Policy

This Data Protection Policy explains how Highly Healthy Habits (“we”, “our”, “the platform”) collects, uses, stores, and protects your information. We are committed to safeguarding your privacy and ensuring that your personal data is handled responsibly, transparently, and in accordance with applicable data protection laws.

Highly Healthy Habits is based in the United Kingdom, and all data processing activities are governed by the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using the platform, you agree to the practices described in this policy.

1. Our Commitment to Your Privacy

Highly Healthy Habits is designed with privacy at its core. You can use the majority of our tools—including the symptom checker and AI-generated reports—completely anonymously. We only collect personal information when you choose to provide it, such as when booking a health coach.

We never sell your data, never share it without your permission, and never use it for advertising.

2. What Data We Collect

2.1 Anonymous Usage Data

When you use the AI tools anonymously, we may collect non-identifiable information such as:

- Device type
- Browser type
- General usage patterns
- Non-personal symptom inputs
- Non-personal lifestyle information

This data cannot identify you and is used solely to improve the platform.

2.2 Personal Data (Only When You Choose to Provide It)

We only collect personal information if you:

- Book a health coach

- Contact us directly
- Subscribe to updates
- Provide details voluntarily

This may include:

- Name
- Email address
- Phone number
- Relevant health or lifestyle information you choose to share with a coach

You remain in full control of what you share.

3. How We Use Your Data

3.1 Anonymous AI Tools

Anonymous inputs are used to:

- Generate personalised educational reports
- Improve the accuracy and quality of the AI
- Understand general usage trends

These inputs are not linked to your identity.

3.2 Coaching Services

If you book a coach, your personal data is used to:

- Arrange appointments
- Provide personalised guidance
- Maintain professional records required by coaching standards

Coaches are required to keep your information confidential and secure.

3.3 Communication

If you contact us or subscribe to updates, we may use your details to:

- Respond to your enquiry
- Send relevant updates or resources

- Provide service-related information

You can unsubscribe at any time.

4. Legal Basis for Processing

We process your data under the following legal bases:

- Consent – when you voluntarily provide personal information
- Legitimate interest – to improve the platform and ensure functionality
- Contractual necessity – when booking a coach
- Legal obligation – where required for regulatory or insurance purposes

5. How We Protect Your Data

Your data is protected using:

- Secure servers
- Encrypted connections (HTTPS)
- Access controls
- Regular security reviews

Our engineering team includes professionals with Masters-level qualifications in Cyber Security, ensuring robust protection measures.

Coaches must maintain professional insurance and follow strict confidentiality standards.

6. Data Sharing

We do not sell, rent, or trade your data.

We may share data only when:

- You explicitly request or consent to it
- It is required to deliver coaching services
- It is required by law or regulatory authorities

Anonymous data may be used for platform improvement but cannot identify you.

7. Data Retention

- Anonymous AI inputs are stored without identifiers and may be retained for platform improvement.
- Personal data for coaching clients is retained only as long as necessary for professional, legal, or insurance requirements.
- You may request deletion of your personal data at any time, subject to legal obligations.

8. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion (“right to be forgotten”)
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent at any time

To exercise these rights, contact us using the details provided on the website.

9. International Users

Highly Healthy Habits is accessible worldwide, but all data processing is governed by UK law. By using the platform, international users agree that their data will be processed in accordance with UK GDPR and this policy.

10. Children’s Privacy

The platform is intended for adults aged 18 and over. We do not knowingly collect data from children.

11. Changes to This Policy

We may update this policy from time to time. Continued use of the platform indicates acceptance of any updated terms.

12. Contact Information

If you have questions about this policy or wish to exercise your data rights, you can contact us using the details provided on the website.

Complaints & Feedback Policy

Highly Healthy Habits – Complaints & Feedback Policy

Highly Healthy Habits is committed to providing a supportive, respectful, and high-quality experience for everyone who uses our platform, AI tools, and coaching services. We welcome feedback and take all concerns seriously. This policy explains how you can share feedback or make a complaint, how we handle those concerns, and what you can expect from us.

1. Our Commitment to You

We aim to:

- Listen openly and respectfully
- Respond promptly and fairly
- Resolve issues wherever possible
- Learn from feedback to improve our services
- Maintain a safe, ethical, and professional environment

Your experience matters, and your voice helps us grow.

2. What This Policy Covers

This policy applies to:

- The Highly Healthy Habits website
- AI tools and educational content
- Coaching services
- Customer support interactions
- Any communication with our team or coaches

It covers both feedback (positive or constructive) and complaints (concerns requiring investigation or resolution).

3. Giving General Feedback

We welcome all forms of feedback, including:

- Suggestions for improvement
- Comments on your experience
- Ideas for new features or content
- Praise for coaches or tools

You can share feedback using the contact details provided on the website. Feedback is reviewed regularly and used to improve the platform.

4. Making a Complaint

If you are unhappy with any aspect of the platform or coaching service, you can make a complaint. Examples include:

- Concerns about coaching conduct
- Issues with session quality or professionalism
- Problems with bookings, payments, or cancellations
- Technical issues affecting your experience
- Concerns about content accuracy or safety

We encourage you to raise concerns as soon as possible so we can address them promptly.

5. How to Submit a Complaint

You can submit a complaint by contacting us through the details provided on the website. Please include:

- A clear description of the issue
- Relevant dates or session details
- Any supporting information
- What outcome you are seeking (if applicable)

We will acknowledge receipt of your complaint within a reasonable timeframe.

6. How We Handle Complaints

When you submit a complaint, we will:

- Acknowledge your message

- Review the details carefully
- Investigate the issue fairly and impartially
- Contact you if we need more information
- Provide a clear response and next steps

We aim to resolve most complaints within a reasonable timeframe, depending on complexity.

7. Complaints About Coaches

If your complaint involves a coach:

- We will handle the matter confidentially and sensitively
- The coach may be contacted for their perspective
- We may review session notes or communication (with your consent)
- Appropriate action will be taken if standards have not been met

Actions may include additional training, warnings, or removal from the platform in serious cases.

8. Confidentiality and Fairness

All complaints are handled with:

- Respect for your privacy
- Fairness to all parties involved
- Professional discretion
- Compliance with our Privacy Policy and Data Protection Policy

We will not share your identity beyond what is necessary to investigate the issue.

9. Outcomes and Resolutions

Possible outcomes include:

- Clarification or explanation
- Correction of errors
- Improvements to the platform or processes

- Refunds or rescheduling (where appropriate)
- Coaching adjustments or reassignment
- Disciplinary action for coaches (if required)

We will explain the outcome clearly and respectfully.

10. Escalation

If you are not satisfied with the initial response:

- You may request that the complaint be reviewed by a senior member of the team
- We will conduct a second review and provide a final response

As Highly Healthy Habits is not a regulated medical service, there is no external clinical body for escalation, but we remain committed to resolving concerns fairly.

11. Unacceptable Behaviour

We are committed to a safe and respectful environment. We may decline or discontinue communication if a complaint includes:

- Abusive, threatening, or discriminatory language
- Harassment of staff or coaches
- Repeated unreasonable demands
- Misuse of the complaints process

We will always explain our decision if communication must be limited.

12. Continuous Improvement

Complaints and feedback help us improve. We regularly review:

- Common themes
- Areas for development
- Opportunities to enhance accessibility, clarity, and user experience

Your input directly shapes the evolution of Highly Healthy Habits.

13. Governing Law

This policy is governed by the laws of England and Wales.

By using the platform, you agree that any disputes will be handled under this jurisdiction, regardless of your location.

AI Disclaimer

Highly Healthy Habits – AI Disclaimer

Highly Healthy Habits uses artificial intelligence (“AI”) to provide educational insights, symptom-pattern summaries, and personalised wellbeing reports. These tools are designed to help you understand your body, explore natural health principles, and make informed lifestyle choices. They are not medical tools and must not be used as a substitute for professional healthcare.

By using any AI-powered feature on this platform, you agree to the terms of this AI Disclaimer.

1. Purpose of the AI Tools

The AI tools on Highly Healthy Habits are designed to:

- Help you understand patterns in your symptoms, habits, and lifestyle
- Provide general educational insights
- Support your wellbeing journey with clear, accessible information
- Offer low-cost or free guidance to help you take your first steps

The AI is intended to empower your understanding, not to diagnose, treat, or manage medical conditions.

2. No Medical Diagnosis or Clinical Decision-Making

AI-generated content—including symptom summaries, lifestyle suggestions, and personalised reports—must be interpreted as educational information only.

The AI does not:

- Diagnose medical conditions
- Confirm or rule out diseases
- Provide medical treatment
- Replace clinical testing or professional evaluation
- Offer emergency advice

If you have concerns about your health, you should consult a qualified healthcare professional.

3. Limitations of AI

While the AI is designed to be helpful and informative, it has important limitations:

- It may not consider all relevant factors
- It may not reflect the full complexity of your health
- It may occasionally produce incomplete or inaccurate information
- It cannot interpret symptoms in the way a clinician can
- It cannot assess risk, urgency, or severity

AI should be viewed as a supportive educational tool, not a source of medical judgement.

4. Human Oversight and Responsible Design

The AI systems used on this platform are overseen by a highly qualified engineering team, including professionals with:

- Masters-level training in Artificial Intelligence
- Masters-level training in Cyber Security

This ensures that the AI is designed responsibly, securely, and in alignment with evidence-based health principles.

All AI outputs follow structured frameworks informed by natural medicine, behavioural science, and the educational philosophy of Highly Healthy Habits.

5. Anonymity and Data Handling

You can use all AI tools completely anonymously.

- No personal details are required
- No account is needed
- You may use the tools for yourself or for a loved one without revealing identity

Anonymous inputs may be used to improve the AI, but they cannot identify you.

For more information, see our [Privacy Policy](#) and [Data Protection Policy](#).

6. Personal Responsibility

By using the AI tools, you acknowledge that:

- You are responsible for how you interpret and use AI-generated information

- You will not rely solely on AI for medical decisions
- You will seek professional medical advice when needed
- You understand that AI cannot replace human clinical judgement

Your wellbeing decisions remain your own.

7. No Doctor–Patient Relationship

Using the AI tools does not create a doctor–patient, clinician–patient, or therapist–client relationship.

8. Emergency Situations

The AI cannot recognise or respond to emergencies.

If you believe you are experiencing a medical emergency, contact your local emergency services immediately.

9. International Users

Highly Healthy Habits is based in the United Kingdom.

All AI tools are governed by UK standards for health education.

Users outside the UK are responsible for complying with local laws and healthcare regulations.

Security Statement

Highly Healthy Habits – Security Statement

Highly Healthy Habits is built on a foundation of trust, privacy, and responsible technology. This Security Statement explains how we protect your information, how our systems are designed, and the measures we take to ensure that your experience on the platform is safe, secure, and reliable.

1. Our Security Commitment

We are committed to safeguarding your data and ensuring that every interaction with the platform is protected. Security is embedded into our design, development, and daily operations. Our systems are overseen by professionals with Masters-level qualifications in Cyber Security and Artificial Intelligence, ensuring that both technical and ethical standards remain high.

2. Security Principles We Follow

Our approach to security is guided by four core principles:

- Confidentiality — Your information is protected from unauthorised access.
- Integrity — Data is stored and processed accurately and securely.
- Availability — The platform is designed to remain reliable and accessible.
- Privacy by Design — Anonymity and minimal data collection are built into the system.

These principles shape every feature we build.

3. Anonymous Use of AI Tools

Most of the platform—including the symptom checker and AI wellbeing reports—can be used completely anonymously. This significantly reduces risk because:

- No account is required
- No personal details are needed
- No identity-linked data is stored
- Anonymous inputs cannot be traced back to you

This design choice is one of the strongest security protections we offer.

4. Technical Safeguards

We use a range of industry-standard and advanced security measures, including:

- Encrypted connections (HTTPS) to protect data in transit
- Secure servers hosted in reputable, compliant environments
- Access controls to ensure only authorised personnel can access sensitive systems
- Regular security audits and vulnerability reviews
- Firewalls and intrusion detection systems
- Secure coding practices to prevent common vulnerabilities

These measures help protect against hacking, data breaches, and unauthorised access.

5. Data Storage and Handling

We follow strict data-handling practices:

- Anonymous AI inputs are stored without identifiers
- Personal data (only collected for coaching) is stored securely
- Access to personal data is restricted to authorised staff and coaches
- Data is retained only for as long as necessary for service delivery or legal requirements
- You may request deletion of your personal data at any time (subject to legal obligations)

We never sell or trade your data.

6. Coach Security Requirements

All coaches working through Highly Healthy Habits must:

- Maintain current professional insurance
- Follow strict confidentiality standards
- Store client information securely
- Use secure communication tools
- Comply with UK GDPR and platform policies

This ensures that your information is protected throughout the coaching process.

7. Protection Against Misuse

We actively monitor for misuse of the platform, including:

- Attempts to hack or disrupt the system
- Unauthorised scraping or copying of content
- Abusive or harmful behaviour
- Misuse of AI tools

Violations may result in restricted access or removal from the platform.

8. Third-Party Services

Where third-party tools or services are used (e.g., analytics, payment processors), we ensure that they:

- Meet strong security standards
- Comply with UK GDPR
- Handle data responsibly
- Do not access personal information unnecessarily

We work only with trusted, reputable providers.

9. Continuous Improvement

Security is an ongoing process. We regularly:

- Review and update our security measures
- Monitor emerging threats
- Improve system resilience
- Update policies to reflect best practices

As the platform grows, our security measures evolve with it.

10. Reporting Security Concerns

If you believe you have found a security issue or vulnerability, you can contact us using the details provided on the website. We take all reports seriously and investigate promptly.

11. Governing Law

This Security Statement is governed by the laws of England and Wales.

By using the platform, you agree that any disputes will be handled under this jurisdiction, regardless of your location.

Acceptable Use Policy

Highly Healthy Habits – Acceptable Use Policy

This Acceptable Use Policy explains the rules for using the Highly Healthy Habits website, AI tools, educational content, and coaching services. These rules protect the safety, integrity, and wellbeing of all users and ensure that the platform remains a supportive, ethical, and legally compliant environment. By using the platform, you agree to follow this policy.

1. Purpose of the Platform

Highly Healthy Habits provides:

- Educational wellbeing content
- Anonymous AI-generated reports
- Habit-building tools
- Access to qualified health coaches

The platform is designed for personal wellbeing education, not for medical diagnosis, clinical decision-making, or emergency support.

2. General Conduct Expectations

You agree to use the platform in a respectful, lawful, and responsible manner. This includes:

- Treating coaches and staff with courtesy
- Using the tools for their intended purpose
- Respecting the privacy and boundaries of others
- Following all platform policies and legal requirements

Any behaviour that disrupts the platform or harms others is prohibited.

3. Prohibited Uses

The following activities are not allowed on Highly Healthy Habits:

3.1 Misuse of AI Tools

- Attempting to use the AI for medical diagnosis or emergency guidance

- Entering harmful, abusive, or malicious content
- Using the AI to generate misinformation or unsafe health claims
- Attempting to manipulate or break the AI system

3.2 Illegal or Harmful Activity

- Using the platform for any unlawful purpose
- Uploading or sharing content that is abusive, threatening, or discriminatory
- Attempting to hack, disrupt, or interfere with the website or its security
- Attempting to access data that does not belong to you

3.3 Intellectual Property Violations

- Copying, distributing, or reproducing platform content without permission
- Using AI-generated reports for commercial purposes
- Misrepresenting platform content as your own

3.4 Misuse of Coaching Services

- Expecting medical advice, diagnosis, or treatment from coaches
- Sharing false or misleading information with coaches
- Harassing or abusing coaches
- Recording sessions without explicit permission

4. Anonymity and Data Responsibility

You may use the AI tools anonymously, but you are responsible for:

- Keeping your own device secure
- Protecting any reports you download or share
- Ensuring that information you provide to a coach is accurate

The platform cannot control how you store or share your own data.

5. Security and System Integrity

To protect the platform, you must not:

- Attempt to bypass security measures
- Introduce viruses, malware, or harmful code
- Use automated tools (bots, scrapers, crawlers) without permission
- Interfere with the performance or availability of the site

Any attempt to compromise system security may result in immediate access termination.

6. Respectful Use of Coaching Services

Coaching is a professional relationship. You agree to:

- Attend sessions on time
- Communicate respectfully
- Follow the cancellation and refund policy
- Use coaching for personal wellbeing, not medical care

Coaches may end a session or relationship if boundaries are violated.

7. Reporting Concerns

If you encounter behaviour that violates this policy, you may report it using the contact details on the website. Reports are handled confidentially and professionally.

8. Consequences of Violations

If you breach this policy, Highly Healthy Habits may:

- Issue a warning
- Restrict access to certain features
- Suspend or terminate your account (if applicable)
- Refuse future coaching services
- Take legal action if necessary

The platform reserves the right to act immediately in cases of serious misconduct.

9. Changes to This Policy

This policy may be updated periodically. Continued use of the platform indicates acceptance of any updated terms.

10. Governing Law

This policy is governed by the laws of England and Wales.

By using the platform, you agree that any disputes will be handled under this jurisdiction, regardless of your location.

Accessibility Statement

Highly Healthy Habits – Accessibility Statement

Highly Healthy Habits is committed to making our website, tools, and coaching services accessible, inclusive, and usable for everyone. We want every person—regardless of ability, device, or circumstance—to be able to learn, explore, and benefit from our wellbeing resources with confidence and ease.

This statement explains the steps we take to support accessibility, the standards we aim to meet, and how you can contact us if you need assistance.

1. Our Commitment to Accessibility

We believe that health education should be available to everyone. To support this, we are committed to:

- Providing a website that is easy to navigate
- Ensuring our content is readable, clear, and understandable
- Designing tools that work across devices and assistive technologies
- Continually improving accessibility as our platform evolves

Accessibility is an ongoing priority, not a one-time task.

2. Standards We Aim to Meet

We aim to comply with the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA. These guidelines help ensure that websites are:

- Perceivable — content can be seen, heard, or otherwise accessed
- Operable — navigation and controls are easy to use
- Understandable — information is clear and predictable
- Robust — compatible with assistive technologies

While we strive to meet these standards, we recognise that accessibility is a continuous process and we are committed to ongoing improvement.

3. Steps We Take to Support Accessibility

To make Highly Healthy Habits accessible, we:

- Use clear, readable fonts and high-contrast colour combinations
- Provide alt text for images and graphics where appropriate
- Structure pages with logical headings and consistent layouts
- Ensure the site is navigable by keyboard
- Optimise for screen readers and assistive technologies
- Avoid flashing or strobing content
- Write content in plain, friendly language
- Test across multiple devices and browsers

As the platform grows, accessibility remains a core design principle.

4. Accessibility of AI Tools

Our AI tools are designed to be:

- Simple to use
- Compatible with screen readers
- Accessible without requiring an account
- Usable on mobile, tablet, and desktop devices

We continue to refine the interface to ensure that people with visual, cognitive, or motor impairments can use the tools comfortably.

5. Accessibility of Coaching Services

Coaching sessions can be adapted to meet accessibility needs. This may include:

- Video, audio-only, or text-based sessions
- Flexible communication formats
- Clear written summaries after sessions (on request)
- Adjustments for sensory sensitivities or cognitive needs

We encourage clients to share any accessibility requirements so we can support them appropriately.

6. Known Limitations

While we work hard to ensure full accessibility, some areas may still present challenges. These may include:

- Third-party tools or embedded content
- Occasional formatting inconsistencies on older browsers
- AI-generated content that may not always follow perfect accessibility structure

We are actively working to address these limitations.

7. Feedback and Support

We welcome feedback from all users, especially those who rely on assistive technologies. If you experience any difficulty using the platform or have suggestions for improvement, please contact us using the details provided on the website.

We aim to respond to accessibility enquiries promptly and respectfully.

8. Continuous Improvement

Accessibility is an ongoing commitment. As Highly Healthy Habits expands—adding new tools, content, and features—we will continue to review and improve accessibility across the platform.

Cookie Policy

This Cookie Policy explains how Highly Healthy Habits (“we”, “our”, “the platform”) uses cookies and similar technologies when you visit our website. It also explains how you can control these technologies.

Highly Healthy Habits is based in the United Kingdom, and our use of cookies complies with the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations (PECR).

By continuing to use the site, you agree to the use of cookies described in this policy.

What Cookies Are

Cookies are small text files placed on your device when you visit a website. They help websites function properly, improve performance, and provide insights into how visitors use the site.

Cookies do not give us access to your personal identity, and on Highly Healthy Habits, they are never used to identify you unless you choose to provide personal information (for example, when booking a coach).

Why We Use Cookies

Highly Healthy Habits uses cookies for three main reasons:

- To make the website work properly (essential cookies)
- To understand how people use the site so we can improve it (analytics cookies)
- To remember your preferences, such as cookie settings (preference cookies)

We do not use cookies for advertising, tracking across other websites, or selling data.

Types of Cookies We Use

1. Essential Cookies (Required)

These cookies are necessary for the website to function. They enable core features such as page navigation, security, and loading content.

Without these cookies, the site may not work correctly.

Examples include:

- Session management

- Security and fraud prevention
- Load balancing

These cookies do not store personal information.

2. Analytics & Performance Cookies (Optional)

These cookies help us understand how visitors use the site so we can improve the experience. They collect anonymous information such as:

- Which pages are visited
- How long users stay on each page
- Technical performance issues
- General usage patterns

All analytics data is anonymous and cannot identify you.

You can choose to disable these cookies at any time.

3. Preference Cookies (Optional)

These cookies remember your choices, such as:

- Cookie consent settings
- Display preferences
- Language or region (if applicable)

These cookies help personalise your experience but do not identify you.

No Advertising or Tracking Cookies

Highly Healthy Habits does not use:

- Advertising cookies
- Third-party marketing cookies
- Cross-site tracking technologies
- Behavioural profiling tools

Your browsing behaviour is not tracked across other websites.

Third-Party Services

If we use trusted third-party tools (such as analytics providers), they may place cookies on your device. These cookies are used only for the purposes described above and cannot identify you personally.

Any third-party services we use must comply with UK GDPR and maintain strong privacy standards.

How You Can Control Cookies

You can manage or disable cookies in several ways:

- Through the cookie banner when you first visit the site
- Through your browser settings
- By clearing cookies from your device

If you disable essential cookies, some parts of the site may not function correctly. Disabling analytics or preference cookies will not affect your ability to use the platform.

Data Protection and Anonymity

Cookies on Highly Healthy Habits do not collect personal information unless you choose to provide it (for example, when booking a coach). You can use the symptom checker and AI tools completely anonymously, even with cookies enabled.

For more information on how we protect your data, please see our [Privacy Policy](#) and [Data Protection Policy](#).

Updates to This Policy

We may update this Cookie Policy from time to time. Any changes will be posted on this page, and continued use of the site indicates acceptance of the updated policy.

Contact

If you have questions about this Cookie Policy or how we use cookies, you can contact us using the details provided on the website.

