Last Updated: May 8th, 2026

Healthcare Addendum

1. **Application**. This Healthcare Addendum ("**Healthcare Addendum**") applies if Customer uses the Airia Services for any healthcare or health and wellness related use, or if protected health information is included in Content. This Healthcare Addendum is in addition to and incorporated into the Agreement by reference. All capitalized words used but not defined have the meaning given to them in the Airia Service Terms at https://trust.airia.com/resources. Customer is responsible for ensuring Users, Guests, and any other third parties accessing the Airia Services under Customer's account comply with this Healthcare Addendum.

2. **NO MEDICAL ADVICE OR DIAGNOSIS**.

   2.1. No Medical Advice; No License or Registration. Customer may use the Airia Services for health and wellness related purposes, however, the Airia Services, including Output, are not intended to provide medical advice, recommendations, diagnosis, or treatment. Airia and the Airia Services do not operate under any medical licensing authority. Customer is solely responsible for determining whether its use of the Airia Services (including Customer Applications, Spaces, or Executions) is subject to any laws, regulations, professional rules, approvals, or registrations, and for obtaining and maintaining all required licenses, consents, and clearances from appropriate governing bodies, as applicable.

   2.2. Seek Professional Advice. Airia encourages Customer to always obtain health and medical advice from a qualified healthcare professional for any health condition (whether physical or mental), including obtaining professional medical advice for Output and reviewing the same before it is relied upon or used. Customer should not disregard a healthcare professional's advice, delay seeking or obtaining medical advice, or cancel an appointment with a patient or medical professional, as applicable, because of Output or the Airia Services.

   2.3. Customer's Decision. Customer is ultimately responsible for ensuring appropriate and professional medical personnel's oversight is given to Output and the Airia Services. Customer should not take any action based on the Airia Services or any Output without first consulting a qualified medical professional.

3. **MEDICAL EMERGENCY**. In case of a medical emergency, Customer should immediately call a doctor or emergency services.

4. **DISCLAIMER OF HEALTHCARE AI COMPONENTS**. AI COMPONENTS AND THE AIRIA SERVICES MAY NOT ACCOUNT FOR THE FULL COMPLEXITY OF INDIVIDUAL HEALTH SITUATIONS OR THE LATEST MEDICAL RESEARCH. OVERRELIANCE ON AI-GENERATED HEALTH INFORMATION MAY LEAD TO MISUNDERSTANDING OF HEALTH CONDITIONS, INAPPROPRIATE OR INACCURATE DIAGNOSIS, AND MENTAL OR PHYSICAL HARM. FOLLOWING AI-GENERATED RECOMMENDATIONS WITHOUT PROFESSIONAL MEDICAL CONSULTATION COULD POTENTIALLY WORSEN EXISTING HEALTH CONDITIONS OR DELAY NECESSARY MEDICAL TREATMENT AND AI SERVICES CANNOT REPLACE THE EXPERTISE, CLINICAL JUDGMENT, AND PERSONALIZED CARE PROVIDED BY A QUALIFIED HEALTHCARE PROFESSIONAL. THE AIRIA SERVICES MAY NOT HAVE ACCESS TO A PERSON'S COMPLETE MEDICAL HISTORY, PHYSICAL EXAMINATION FINDINGS, OR DIAGNOSTIC TEST RESULTS, WHICH ARE CRUCIAL FOR ACCURATE MEDICAL ASSESSMENTS AND ADVICE. THE SOFTWARE SERVICES ARE NOT A REGISTERED MEDICAL DEVICE AND DOES NOT HAVE ANY MEDICAL LICENSE.

5. **Business Associate Addendum**. If Customer includes protected health information in its Content and is located in the United States or subject to the Health Insurance Portability and Accountability Act, as may be amended, then Customer must first execute Airia's Business Associate Agreement at https://trust.airia.com/resources (template provided for reference, but must be signed with Airia separately) before including any protected health information in Content. Airia shall be the "Business Associate" and Customer shall be the "Covered Entity". To submit a request to execute Airia's BAA, please submit this request to notices@airia.com.

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