Terms of Service - Isaac AAC

App Publisher: HealNeo
Effective Date: 24.5.2025
Last Updated: 24.5.2025

1. Acceptance of Terms

By downloading, installing, or using the Isaac AAC application ("App") developed by HealNeo ("we," "us," or "our"), you agree to be bound by these Terms of Service ("Terms"). If you do not agree to these Terms, do not use the App.

2. Description of Service

Isaac AAC is an Augmentative and Alternative Communication (AAC) application designed to assist individuals with speech and language challenges. The App provides:

- Text-to-speech functionality
- Visual communication symbols and pictograms
- Customizable communication boards
- Multi-language support (English, Slovak, Czech, Hungarian, Polish)
- Voice synthesis and audio output

3. Medical Disclaimer

IMPORTANT: Isaac AAC is designed as a communication aid tool and is NOT intended to replace professional medical advice, diagnosis, or treatment.

- Always consult with qualified healthcare professionals regarding communication disorders
- The App is not a medical device and should not be used for emergency communication
- We do not guarantee the App will meet specific medical or therapeutic needs
- Individual results may vary based on user abilities and conditions

4. User Eligibility

- The App is intended for use by individuals of all ages who require communication assistance
- Parents, guardians, or caregivers may set up and manage the App for minors or individuals who cannot independently use the service
- Users must comply with all applicable local laws and regulations

5. User Profiles and Data

5.1 User Profiles

- The App allows creation of multiple user profiles (similar to streaming services)
- No account registration or login is required
- Profiles are stored locally on your device only
- Each profile can have customized settings and content

5.2 Local Data Storage

- All user data is stored locally on your device
- Custom words, phrases, and predictive text data remain on your device
- No user data is transmitted to external servers
- Deleting the App removes all stored data permanently

6. Privacy and Local Data Storage

Important: Isaac AAC stores all user data locally on your device. We do not collect, transmit, or store any personal user data on external servers.

6.1 Local Data Only

- Custom phrases, words, and predictive text are stored only on your device
- User profiles and settings remain on your device
- No external data transmission or cloud storage
- We have no access to your personal communication content

6.2 Children's Data Protection

- Since no data leaves your device, children's privacy is inherently protected
- Parents maintain full control over all data through device management
- No online accounts or data collection concerns

7. Intellectual Property Rights

7.1 Our Content

- The App, its design, features, and underlying technology are owned by us
- All symbols, pictograms, and pre-loaded content are licensed or owned by us
- You may not copy, modify, or distribute our proprietary content

7.2 Third-Party Content

- Some symbols and content may be provided by third-party licensors
- Third-party content is subject to separate licensing terms

8. Prohibited Uses

You agree NOT to:

- Use the App for any unlawful purposes
- Attempt to reverse engineer, decompile, or hack the App
- Share or distribute the App outside of official app stores
- Use the App to create competing communication software
- Upload or share inappropriate, offensive, or harmful content
- Violate any applicable laws or regulations

9. Subscription and Payment Terms

9.1 Subscription Model

- Isaac AAC operates on a monthly subscription basis
- Subscription is required to access the full functionality of the App
- Payments are processed exclusively through Apple App Store or Google Play Store

- We do not handle any payment processing directly

9.2 Subscription Management

- Subscriptions automatically renew monthly unless cancelled
- Cancel anytime through your device's app store settings
- Refunds are subject to Apple App Store or Google Play Store policies
- No refunds are processed directly by HealNeo

9.3 Price Changes

- Subscription prices may change with 30 days advance notice
- Price changes do not affect current subscribers until their next renewal period
- Continued use after price changes constitutes acceptance

10. Availability and Updates

10.1 Service Availability

- We strive to maintain continuous service but cannot guarantee 100% uptime
- The App may be temporarily unavailable for maintenance or updates
- We reserve the right to modify or discontinue features with notice

10.2 Updates

- We may release updates to improve functionality and security
- Some updates may be required for continued use
- New features may be added or removed at our discretion

11. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW:

- The App is provided "AS IS" without warranties of any kind
- We disclaim all warranties, express or implied, including fitness for a particular purpose
- We shall not be liable for any indirect, incidental, or consequential damages
- Our total liability shall not exceed the amount paid by you for the App (if any)
- We are not responsible for device compatibility issues or data loss

12. Indemnification

You agree to indemnify and hold us harmless from any claims, damages, or expenses arising from:

- Your use or misuse of the App
- Your violation of these Terms
- Your violation of any third-party rights

13. Termination

13.1 Termination by You

- You may stop using the App at any time
- You may delete your account through the App settings
- Uninstalling the App terminates your use

13.2 Termination by Us

- We may terminate or suspend your access for Terms violations
- We may discontinue the App with reasonable notice
- Upon termination, your right to use the App ceases immediately

14. International Use and Supported Languages

- Isaac AAC supports English, Slovak, Czech, Hungarian, and Polish languages
- The App complies with laws in the United States, European Union, and respective local jurisdictions
- Users are responsible for compliance with local laws in their jurisdiction
- Some features may vary by region due to technical or legal requirements

15. Platform-Specific Terms

15.1 Apple App Store

- These Terms are between you and us, not Apple
- Apple is not responsible for the App or its content
- Apple has no obligation to provide support for the App
- You acknowledge Apple's third-party beneficiary rights

15.2 Google Play Store

- Google Play Terms of Service also apply
- Google is not responsible for the App or its content
- You acknowledge Google's limited role as a distributor

16. Governing Law and Dispute Resolution

- These Terms are governed by the laws of [YOUR JURISDICTION]
- Any disputes will be resolved through binding arbitration or in courts of [YOUR JURISDICTION]
- You waive any right to class action lawsuits

17. Accessibility Commitment

We are committed to making Isaac AAC accessible to users with disabilities:

- The App is designed with accessibility features
- We welcome feedback on accessibility improvements
- We strive to comply with WCAG 2.1 guidelines

18. Changes to Terms

- We may update these Terms from time to time
- Material changes will be communicated through the App or email
- Continued use after changes constitutes acceptance of new Terms
- You should review Terms periodically

19. Severability

If any provision of these Terms is found unenforceable, the remaining provisions will remain in full force and effect.

20. Entire Agreement

These Terms, together with our Privacy Policy, constitute the entire agreement between you and us regarding the App.

21. Contact Information

For questions about these Terms, please contact us:

Company: HealNeo
Email: legal@healneo.eu
Website: isaac.healneo.eu

Acknowledgments

By using Isaac AAC, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.

For Healthcare Professionals: If you are recommending this App to patients, please ensure they understand these Terms and the App's limitations.

For Parents/Guardians: You are responsible for supervising your child's use of the App and ensuring compliance with these Terms.

This document was last updated on 24.5.2025. Please check our website for the most current version.