

Helix Support and Safety

Last updated: 22 October 2026

For app access, purchases, technical problems, safety, privacy or accessibility assistance, email Legal@helixmatchglobal.com. Include your account or order reference and a safe reply route. Never send passwords, full payment details or unnecessary medical records. Use in-app reporting and blocking for user/content concerns. Helix is not an emergency service; contact local emergency services for imminent danger.

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Part 1. Safety Tips

Helix Match Global Inc. operates HelixMatchGlobal.com and the Helix app. Contact Legal@helixmatchglobal.com or write to 254 Chapman Rd., Ste 209, Newark, DE 19702, United States.

1 Use the service with care

Helix connects adults for dating and family-building discovery. A match, donor profile, verification label, genetic comparison or realistic AI illustration does not establish trustworthiness, clinical eligibility, a valid legal arrangement or consent. Safety precautions reduce some risks but never transfer responsibility for abuse to the person harmed. If there is immediate danger, seek local emergency assistance. Helix is not an emergency response service.

2 Protect identity money and sensitive information

Keep passwords, one-time codes, account recovery details, government identifiers, home addresses and bank access private. Avoid publishing a child's name, school, routine, identifiable photos or medical details. Give another person only the information needed for the specific decision, and redact unnecessary details in expense evidence. A private conversation can still be copied or disclosed by its recipient.

Be cautious about urgent requests, investment opportunities, cryptocurrency, gift cards, unverifiable expenses, requests to pay an intermediary, or pressure to move to another app before trust is established. Do not send money based on a profile or an alleged emergency. A receipt can be forged and does not establish lawfulness. Helix Helper permits only discussions allowed under its terms; Helix does not hold funds, guarantee repayment or approve costs. Independently verify the person, purpose and provider, and obtain relevant advice before any permitted arrangement. Report financial pressure or suspected fraud.

3 Meet on your terms

Take time before meeting. An unwillingness to answer reasonable questions, inconsistent identity claims or pressure for rapid commitment can indicate risk. Keep early communications in Helix so relevant reporting information remains available, while understanding that moderation does not guarantee protection. Consider an independently verified conversation before meeting, without treating a call or selfie as conclusive proof.

Choose a busy public setting, arrange your own transport, keep control of your belongings and drinks, tell someone you trust your plans and check-in arrangements, and leave if you feel uncomfortable. Avoid dependence on the other person for accommodation, transport or immigration documents. Assess local legal and personal-safety risks before travel, including risks concerning sexual orientation, gender identity and reproductive arrangements. Never surrender your passport to a match, donor or unverified intermediary.

4 Consent boundaries and sexual health

A conversation, like, relationship, payment, marriage or past encounter never requires sex, donation, treatment, pregnancy, parenting or sharing private images. Consent must be voluntary, specific, informed and ongoing. Stop when consent is absent or withdrawn. Do not interpret intoxication, silence or inability to resist as consent. Fertility intentions do not authorise sexual contact or private insemination.

Discuss boundaries and relevant testing with qualified professionals. Follow their guidance for sexual health, infection prevention, contraception and reproduction. A donor's self-report, screening badge or comparison result does not replace current clinical screening. Helix does not provide diagnosis or emergency medical advice.

5 Use independent reproductive and legal advice

Use appropriately licensed clinics, laboratories and banks, independently confirm their credentials, and ask them about screening, records, family limits, storage, chain of custody, export rules and consent procedures. Helix does not possess or preserve biological material. Obtain independent local family-law advice before a donation, co-parenting, marriage or cross-border arrangement. A private agreement may not determine parentage, maintenance, custody or a child's rights.

No AI image predicts a particular child or warrants health, resemblance or conception. Do not select or reject a medical treatment on the basis of generated appearance. Do not use an image or comparison to pressure another person or imply mutual reproductive agreement. Do not expose another person's genetic results or family information without authority.

6 Report harm and obtain support

Use in-app reporting for a user, listing, message or AI output and block further interaction where appropriate. Email Legal@helixmatchglobal.com if you cannot use the controls, including after an unmatch or account closure. Supply the account/content identifier, date and a description, preserving only evidence you may lawfully keep. Do not forward suspected child sexual abuse material; identify its location instead.

You may report harassment, reproductive coercion, assault, stalking, underage use, impersonation, privacy misuse, unsafe AI content or prohibited payments whether the connected conduct occurred online or offline. Do not confront a person or investigate on Helix's behalf. For abuse, consider local healthcare, police, legal and specialist survivor-support services of your choice; reporting to Helix does not require reporting to police. Our policies do not promise a particular investigation result or replace professional support. Community Information and Moderation explains review and appeals.

7 Further precautions for meetings and travel

Keep your phone charged, arrange a check-in and a backup way home, and retain control of your passport and personal belongings. Do not accept pressure to drink, take drugs or move to a secluded place. Obtain drinks directly from the venue and seek staff assistance if you feel unsafe. You can leave without explaining or completing a planned encounter. Take particular care with a person who claims to be stranded abroad or requests an investment, account opening or transfer to release supposed funds.

Before travel, check current official travel advice and local laws affecting sexual orientation, gender identity and reproductive arrangements. Review your visibility and avoid disclosing sensitive details where exposure creates risk. Helix does not promise automatic traveller alerts or automatic concealment of an orientation field. For infection prevention, testing and vaccination questions, use qualified healthcare advice; absence of symptoms or an app badge does not establish absence of an infection.

Part 2. Accessibility Statement

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1 Scope and objective

This statement covers the Helix website and mobile apps, including registration, discovery, communication, donor information, sensitive-data choices, AI results, billing, reporting and account deletion. We aim to make essential information and functions usable by people with disabilities and to address barriers without requiring unnecessary disclosure of medical information.

Our design objective is alignment with WCAG 2.2 Level AA and applicable accessibility law, with applicable mobile and procurement standards considered for the relevant service. This is an accessibility objective, not a certification, independent audit result or assertion of full conformance. No third-party accessibility partnership, completed testing programme or accessible feature is represented solely by this statement.

2 Accessibility principles

We aim to provide readable text, meaningful headings and labels, suitable contrast, text resizing, alternatives for informative images, and clear instructions and error messages. Important actions should be usable with assistive technology and without relying exclusively on colour, animation, sound, a swipe gesture or fine motor precision. Where relevant, keyboard/focus support, screen-reader navigation, captions or transcripts, reduced motion and accessible authentication and confirmation steps form part of the accessibility objective.

AI images, map-based discovery and genetic comparisons must be accompanied by meaningful textual information so that essential content and limitations are understandable. Privacy controls, consent choices, reporting, cancellation and deletion must be presented clearly. A visual badge is not sufficient to explain verification or medical limitations. Third-party payment, sign-in or clinical sites may have their own limitations; contact us if they prevent access to a Helix service.

3 Assistance alternative formats and feedback

Email Legal@helixmatchglobal.com with the subject Accessibility. Tell us the page or function, the difficulty, the device/browser or assistive technology if you are comfortable sharing it, the outcome you need and a suitable way to respond. You do not need to disclose a diagnosis, disability certificate or full medical record. You may request an accessible copy of a policy or reasonable assistance with a rights request, reporting, billing or account deletion.

We assess requests promptly, seek a workable alternative or accommodation and explain relevant limitations and next steps. Urgent safety and access-to-rights concerns receive priority. We do not charge a fee solely to request accessibility assistance. If a first response does not resolve the barrier, reply with the subject Accessibility Review; an appropriate person reviews the concern. Available statutory complaint and regulator remedies remain.

4 Ongoing review and limitations

Accessibility work involves design, development, content, supplier requirements and user feedback. We seek to incorporate appropriate testing and remediation as services change, without representing unperformed testing as completed. Users may encounter limitations, particularly in user-generated media and independent services. A limitation does not remove our legal duties. This statement is reviewed when material accessibility practices change. Contact the company at the address above for a written request or alternative format. Publication of this statement does not replace any legally required, service-specific accessibility information or assessment.

5 Standards supplier work and accessible updates

Our accessibility objective includes relevant requirements of EN 301 549 as well as WCAG 2.2 AA where applicable. Design and supplier work should account for assistive-technology compatibility, understandable service information and accessible help. We seek relevant staff awareness and feedback from people with disabilities without claiming completed training, user testing or a supplier audit. Device text-size and reduced-motion settings may help where supported; contact us if an update or control creates a barrier. No specific gesture, audio-description feature or third-party accessibility tool is promised without actual availability.