

Helix Terms of Service

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COLORADO ONLINE DATING PURCHASE NOTICE: YOU, THE BUYER, MAY CANCEL THIS CONTRACT, WITHOUT ANY PENALTY OR OBLIGATION, AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY FOLLOWING THE DATE OF THIS CONTRACT, EXCLUDING SUNDAYS AND HOLIDAYS. NOTICE OF CANCELLATION NEED NOT TAKE A PARTICULAR FORM AND IS EFFECTIVE IF IT INDICATES YOUR DESIRE TO NOT BE BOUND BY THIS CONTRACT. TO CANCEL THIS CONTRACT, SEND AN EMAIL THAT STATES THAT YOU, THE BUYER, ARE CANCELING THIS CONTRACT, OR WORDS OF SIMILAR EFFECT. SEND THIS NOTICE TO: Legal@helixmatchglobal.com, Helix Match Global Inc.

The named policies and notices below form the Parts of this service terms document. The separate Privacy Policy explains data handling. Numbered section references remain local to the named Part. Standalone copies of relevant sections are provided through the Legal Centre for direct access; they do not narrow these provisions. Existing mandatory-law and subject-specific priority rules remain. Privacy notices do not themselves replace separate consent.

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Part 1. Terms of Service

COLORADO ONLINE DATING PURCHASE NOTICE: YOU, THE BUYER, MAY CANCEL THIS CONTRACT, WITHOUT ANY PENALTY OR OBLIGATION, AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY FOLLOWING THE DATE OF THIS CONTRACT, EXCLUDING SUNDAYS AND HOLIDAYS. NOTICE OF CANCELLATION NEED NOT TAKE A PARTICULAR FORM AND IS EFFECTIVE IF IT INDICATES YOUR DESIRE TO NOT BE BOUND BY THIS CONTRACT. TO CANCEL THIS CONTRACT, SEND AN EMAIL THAT STATES THAT YOU, THE BUYER, ARE CANCELING THIS CONTRACT, OR WORDS OF SIMILAR EFFECT. SEND THIS NOTICE TO: Legal@helixmatchglobal.com, Helix Match Global Inc.

Helix Match Global Inc. | HelixMatchGlobal.com These Terms govern the Helix website, application and related services. Your contract is with Helix Match Global Inc., 254 Chapman Rd., Ste 209, Newark, DE 19702, United States (Helix, we, us). Contact Legal@helixmatchglobal.com for legal notices, privacy requests, safety concerns and support. The Services are for eligible adults. Read these Terms before accepting them through registration or purchase.

1 Agreement and related policies

1.1 By affirmatively accepting these Terms, you agree to them. Access to public website information does not by itself constitute consent to sensitive-data processing or arbitration. We make a copy available for you to retain. Each purchase also has the price, term and renewal disclosures shown at checkout.

1.2 The Refund and Cancellation Policy, Community and Safety Standards, Donor Listings and Discovery Terms, Helix Helper Terms and Future Family and Genetic Information Notice form part of these Terms when relevant to the feature used. The Privacy Policy, Cookie Policy and Consumer Health Data Privacy Notice explain processing; they are not blanket consent forms.

1.3 Mandatory law prevails. Specific regional consumer provisions prevail over inconsistent general provisions. A separate, expressly accepted feature term prevails for that feature, except that it cannot silently expand privacy permissions. A purchase confirmation controls the agreed price and duration. Nothing limits rights of regulators, statutory complaint rights or another person's non-waivable rights.

2 Eligibility and accounts

2.1 You must be at least 18 and meet any higher local age of majority and eligibility requirement. You may not register for another person, impersonate a donor, evade a ban or use the Services where prohibited. Organisations must obtain our approval before operating institutional accounts.

2.2 Provide accurate age, identity, photographs and relevant information; keep your account secure and notify us of suspected compromise. You are responsible for activity you authorise, but this does not transfer responsibility for our security failures to you.

2.3 Registration date of birth and self-declarations are not proof of age or identity. We may require proportionate checks, restrict features or suspend access where age, identity, authority or eligibility is doubtful. A badge means only the check specifically described next to it. We do not promise universal identity, criminal-record, health, fertility or laboratory verification.

2.4 Do not provide false or misleading relationship status, family intentions, medical disclosures or reimbursement documents. Do not present another person's results as yours. We may act on material misrepresentations under section 14.

3 Scope of the Services

3.1 Helix offers relationship discovery, dating, friendship, marriage-intention matching, co-parenting introductions, donor discovery, donor-bank listings, comparisons, messaging, location-based search, optional carrier-information comparison, AI-generated Future Family illustrations and discussion of lawful fertility-related expenses. Calls, integrations or other functionality are included only when actually offered. Free and Premium features are described in the app and at purchase.

3.2 Global search and city-level discovery do not establish that a feature, donor arrangement or reproductive activity is lawful in every location. We may restrict particular countries, states, users or features. You must not evade those restrictions. You and independent providers must obtain legally required licences, clinical screening, consents, approvals and advice. Our own applicable obligations remain ours.

3.3 Helix is a technology and information service. Helix does not itself operate a sperm or egg bank, collect or store reproductive material, provide clinical care, perform genetic tests, act as a genetic counsellor, practise law, determine parentage, or serve as an escrow provider, insurer or party to your reproductive arrangements. References to a donor bank mean an independent listed institution, not Helix.

3.4 We do not guarantee a match, response, meeting, marriage, relationship duration, donation, reimbursement, conception, implantation, pregnancy, live birth, healthy child or particular appearance, sex, traits or development. Payment buys the disclosed service access, not a personal or reproductive outcome. These limits do not excuse failure to supply what we actually promise or exclude mandatory remedies.

4 Medical and genetic information

4.1 INFORMATION AND COMPARISON TOOLS ARE NOT MEDICAL ADVICE, DIAGNOSIS, TREATMENT, A CLINICAL RECOMMENDATION OR A SUBSTITUTE FOR YOUR OWN QUALIFIED CLINICIAN. No clinician-patient relationship is created with Helix. Consult independent licensed professionals before fertility, medication, genetic or treatment decisions. Do not delay care or use the app for emergencies.

4.2 Carrier status is self-declared unless we explicitly describe a different verification process. A CGT checkmark does not mean a laboratory result was authenticated. We do not guarantee screening results, test coverage or a provider's credentials, service or success rates.

4.3 Comparisons depend on inputs, selected conditions, test panels, dates and methods. Missing data is not a negative test. Different panels may be incomparable; conditions, variants and inheritance patterns may be omitted. No shared condition found is not a declaration of genetic compatibility, freedom from disease or absence of inherited risk. Blood type is not a comprehensive reproductive assessment. Obtain laboratory confirmation and genetic counselling.

4.4 You control whether to submit optional reports or sensitive details. Do not upload unnecessary full reports, relatives' data or other people's genetic information. The applicable consent and visibility choices govern processing and disclosure, not merely acceptance of these Terms.

5 Future Family images and phenotype calculations

5.1 Future Family uses photographs and permitted profile inputs, which may include eye colour, hair colour, height, self-described ethnicity/race and sex or gender information, in simplified phenotype calculations and Helix's in-house image-generation model. Race and ethnicity are social and personal descriptors, not definitive genetic categories. Gender identity does not establish biological inheritance. Inputs can be incomplete, mistaken or unsuitable for prediction.

5.2 Images of babies, children and adults and associated probabilities or ranges are hypothetical illustrations. They are not validated predictions of any particular future child, DNA tests, kinship findings, paternity evidence, sex-selection advice or clinical risk assessments. Numerical presentation does not establish accuracy or

scientific certainty. Actual offspring may differ substantially. No outcome or resemblance is guaranteed.

5.3 Separate permissions are required for sensitive processing and participation in generations initiated by someone else. Publishing a profile or purchasing Premium does not automatically authorise another person to use your data for AI generation. You may decline optional participation and revoke future permission. A generation notification is not evidence that the depicted people have consented to a relationship, reproduction or contact.

5.4 Use only inputs you are authorised to use. Third-party donor photos may be used only where Helix has established the necessary rights and lawful processing basis. A publicly viewable photo does not by itself authorise AI processing. No use of actual children's photos, sexualised child imagery, non-consensual intimate imagery, impersonation or deceptive claims of biological parentage is permitted.

5.5 Helix currently processes these inputs to provide requested outputs; it does not currently train its model on users' personal inputs. Any future use of identifiable or sensitive inputs for general model training will require a separate notice and any necessary optional, affirmative consent before that use starts. This clause grants no advance training licence or consent.

5.6 Outputs must remain identifiable as AI illustrations when shared. Do not remove an AI label or describe an output as an actual child, guaranteed phenotype or clinically established fact. We do not promise exclusive ownership or copyright protection in AI outputs. Your permitted personal use remains subject to others' rights and these Terms.

6 Donors and independent providers

6.1 Donor Passport, listings and comparisons support discovery. Bank listings, private member profiles, self-declared information and genuinely verified fields must be distinguished. Listing does not create membership, partnership, endorsement or availability of a donor. Contact the source to confirm current information, permissions, eligibility and availability.

6.2 Helix does not warrant donor history, family limits, infectious-disease status, fertility, medical suitability, specimen quality, inventory, prices, lawful export/import, storage, transport or successful use. A donor ID is not a globally unique identity. Duplicate or outdated source records may exist. Do not infer anonymity, exclusivity or absence of genetic relatives.

6.3 Clinic, bank and laboratory services and purchases are contracted separately with their providers. We do not take custody of samples or guarantee provider performance. Any commercial referral relationship must be disclosed where relevant; source inclusion alone does not imply one. Donors and rights holders can request correction, restriction or removal at Legal@helixmatchglobal.com.

6.4 Donor information may be collected, displayed or reused only with the donor's explicit permission for that use and all necessary source, image and database rights. A publicly accessible profile, database or API does not establish those permissions. A bank's permission alone does not establish the donor's permission. We restrict or remove records where the required authority cannot be evidenced. Listing permission does not authorise AI use, model training or public sharing; those purposes require separate permissions as applicable.

7 Reproductive arrangements and family law

7.1 Obtain your own family-law and medical advice before donation, conception, surrogacy or co-parenting. Relevant law may depend on residence, treatment location, marital status, method of conception, clinic involvement and the child's place of birth. Helix does not prepare, negotiate, execute, enforce or mediate your family agreements.

7.2 Private agreements may not determine legal parentage, custody, contact, citizenship, inheritance, maintenance or a child's rights. A person described as a donor may still incur obligations. Neither an app

selection nor an agreement to reimburse expenses is consent to conception, treatment, sexual activity, pregnancy, relinquishment of rights or parenting.

7.3 Consent must be free, specific and continuing as applicable to the relevant act. Do not condition reimbursement on sex, pregnancy, treatment completion or surrender of rights. Helix does not authorise unlicensed procurement, handling or distribution of reproductive material, nor guarantee that a private arrangement is lawful. No person must use sexual intercourse as a donation method.

8 Helix Helper and expenses

8.1 Helix Helper currently supports discussion of possible lawful expense reimbursements. Users arrange and pay each other directly. Helix does not collect, hold, transmit, escrow, insure or guarantee those funds and currently takes no reimbursement commission.

8.2 Only lawful, reasonable, documented expenses actually incurred may be discussed as reimbursements. Travel, accommodation and medical costs are not universally reimbursable; the Helix Helper Terms contain restrictions and local examples. Do not offer prohibited sales, gifts, barter, commissions, inflated expenses, outcome payments or disguised consideration for gametes, embryos, pregnancy or children.

8.3 The feature is not an injury-compensation or insurance scheme. It cannot be used to administer damages for failed treatment or lost material, but this does not waive lawful injury or other claims through appropriate channels. Helix has no obligation to fund another person's expenses, failed procedure, pregnancy or child support.

8.4 Future payment facilitation or fees are not authorised by these Terms. Any such service requires a separate launch, clearly disclosed charges and payment terms, applicable permissions and regulatory review before operation.

9 Privacy and location

9.1 The Privacy Policy explains processing, international storage, recipients and rights. Sensitive data requires the relevant lawful basis and permissions. Information made visible to users may be copied; recipients remain responsible for their misuse, and Helix remains responsible for its own obligations.

9.2 Discovery uses selected cities/regions and global search. We do not provide precise live GPS tracking or require exact residential addresses for discovery. Technical IP information and billing/support details may reveal additional location information as described in the Privacy Policy. Do not post addresses or use results to stalk or re-identify people.

9.3 AWS hosting or use of healthcare-oriented safeguards does not make Helix HIPAA-certified or automatically a HIPAA covered entity or business associate. No service can guarantee perfect security. This does not excuse security, breach-response or privacy obligations that apply to Helix.

10 Content and limited licence

10.1 You retain rights you have in your content. You grant Helix a non-exclusive, worldwide, royalty-free licence to host, reproduce, process, format, transmit and display it only as reasonably necessary to operate the features you choose, secure and support the Services, and meet lawful obligations. Authorised processors may act on our behalf for those purposes. This is not a licence for unrelated advertising, general AI training or unrestricted resale.

10.2 The licence ends when the purpose and applicable retention basis end. Lawful backup, dispute and safety retention is limited by the Privacy Policy and mandatory law; it does not permit renewed public display or model training. Copies independently retained by recipients may remain outside our control.

10.3 Do not upload content without necessary authority or permissions. You must not violate privacy, intellectual-property, image or publicity rights. Report infringement with the work or rights concerned, the specific location, your contact details, your authority and a good-faith explanation. We may request legally required statements, restrict access and act against repeat infringements. No designated copyright-agent status is represented unless separately published.

11 Conduct and safety

11.1 Follow the Community and Safety Standards. Prohibited conduct includes fraud, impersonation, stalking, harassment, hate or unlawful discrimination, sexual or reproductive coercion, exploitation, trafficking, child sexual abuse material, threats, intimate-image abuse, unlawful solicitation, prohibited payments and misuse of genetic information. Do not scrape profiles, reverse-engineer protected systems contrary to law, bypass safeguards, spread malware or expose credentials.

11.2 A match, like, badge, donation category or AI image is not consent to contact outside permitted channels or to intimacy. Respect blocks and boundaries. Premium messaging without mutual match does not permit repeated unwanted contact. Do not ask for funds based on false identities or unverified emergencies.

11.3 Report concerns using available reporting controls or Legal@helixmatchglobal.com. We may review relevant content and metadata, restrict activity, preserve evidence, investigate or cooperate with competent authorities where lawful. We do not promise universal monitoring, a particular result or an emergency response service. Contact local emergency services for imminent danger.

11.4 Helix uses content filtering and moderation to address objectionable content. Users can report objectionable content or abusive accounts and block abusive users through the app. We review reports promptly, prioritise urgent threats and take proportionate action, including content removal or account restrictions. Blocking restricts further contact through the relevant service; it cannot prevent independent offline conduct. Contact Legal@helixmatchglobal.com for safety support and review requests. No filtering system detects every violation.

12 Subscriptions and purchases

12.1 Free access and Premium entitlements are described before purchase. The displayed price, currency, tax treatment, billing interval, trial conditions, renewal amount and cancellation method govern. Planned or previously advertised prices do not override checkout. Unlimited features remain subject to reasonable disclosed fair-use and abuse controls; no undisclosed cap may materially contradict the purchased offer.

12.2 Auto-renewal applies only when clearly disclosed and affirmatively authorised. Trials convert only under the terms presented before enrolment. Cancel through the purchase channel before the displayed renewal deadline. Deleting the app or account does not necessarily cancel Apple or Google billing. See the Refund and Cancellation Policy for channel-specific instructions and statutory rights.

12.3 Changes to fees or material purchased features apply prospectively with legally required notice and consent. If we end or materially fail to provide a paid service, mandatory refund or other remedies remain available. No clause authorises undisclosed charges or retaliation for genuine chargebacks.

12.4 Use the app's purchase-restoration function to restore eligible App Store entitlements using the purchasing Apple Account. Consumables and expired entitlements may not be restorable. Contact Legal@helixmatchglobal.com if an eligible entitlement is missing. Apple billing, cancellation and refund processes apply to App Store purchases, subject to mandatory consumer rights. Account deletion and subscription cancellation are separate actions; cancellation instructions must be presented without obstructing deletion.

12.5 For the iOS application licence, Apple's Standard Licensed Application End User License Agreement applies unless an alternative valid licence is expressly presented:

<https://www.apple.com/legal/internet-services/itunes/dev/stdeula/>. These Terms govern the Helix service and do not reduce mandatory rights or Apple's applicable terms.

13 Availability and changes

13.1 We may maintain, update or change the Services for security, legal or operational reasons. We do not guarantee uninterrupted access, every device, a minimum user population or preservation of every feature forever. We will not use this clause to avoid mandatory conformity, notice, refund or other obligations for purchased services.

13.2 Events outside reasonable control may affect access, but do not excuse obligations that law requires us to meet. Keep your own permitted copies of important records; do not use Helix as the sole repository for medical or legal documents.

14 Suspension and termination

14.1 We may proportionately restrict content or accounts for legal requirements, material breach, suspected fraud, ineligibility, safety risks or threats to system integrity. Urgent restrictions may precede notice. We provide reasons and a way to seek review where required and where disclosure would not compromise safety, law or an investigation. Contact Legal@helixmatchglobal.com to contest an action.

14.2 You may stop using the Services or request account deletion in Settings or by email. The ordinary restoration period is up to 30 days. We hide the profile and stop new optional processing when deletion is requested, subject to necessary security and legal handling. Mandatory immediate or shorter deletion rules prevail; see the Privacy Policy and regional notices.

14.3 Termination does not automatically forfeit statutory refunds. Obligations concerning outstanding charges, properly limited retained data, dispute resolution and provisions that by nature survive remain effective. Content licences do not survive beyond the purposes and lawful retention limits stated above.

14.4 Account deletion can be initiated within the app; deactivation alone is not deletion. Email support is an additional route and is not a mandatory substitute for the in-app route for ordinary accounts. We explain any confirmation steps, completion period and lawful retention exceptions. Any optional recovery period must be disclosed without frustrating deletion or extending legal deadlines. Associated personal data is deleted or irreversibly de-identified except where lawful retention is necessary; retained data is restricted to that purpose. If Sign in with Apple is used, associated tokens are revoked as required when the account is deleted.

15 Intellectual property

15.1 Helix and its licensors retain their rights in software, branding, models, designs and original database organisation. Third-party donor material remains subject to its owners' rights; we do not claim ownership merely because it is listed. Users retain rights they have in submitted content.

15.2 You receive a limited, revocable, non-transferable licence to use the Services for permitted personal purposes while eligible. No right is granted to bulk-export donor/user data, resell access, misuse protected content or remove required notices. Lawful statutory exceptions are preserved.

16 Warranties and independent conduct

16.1 TO THE EXTENT LAWFULLY PERMITTED, THE SERVICES AND SPECULATIVE OUTPUTS ARE PROVIDED AS AVAILABLE WITHOUT ADDITIONAL IMPLIED WARRANTIES OF FITNESS, MERCHANTABILITY OR ACCURACY. This does not exclude express commitments, mandatory service-quality duties or consumer guarantees.

16.2 We do not control independent users, donors, banks, laboratories or clinics. We are not liable merely because one independently lies, breaches an agreement or causes harm. Responsibility for Helix's own acts or omissions is determined under applicable law. No disclaimer replaces a duty to respond to known risks where the law imposes one.

17 Limitations of liability

17.1 Nothing excludes or limits liability for fraud or fraudulent misrepresentation; death or personal injury caused by negligence where exclusion is prohibited; deliberate misconduct or gross negligence where not limitable; non-waivable privacy/data-protection rights; mandatory consumer remedies; or any liability which applicable law does not permit us to exclude or limit. These exceptions apply to every disclaimer, cap, indemnity and release in this package.

17.2 Subject to section 17.1, where lawful, Helix is not liable for indirect or consequential loss, lost profits or business opportunity arising from personal use of the Services. This does not exclude foreseeable consumer losses where applicable law requires recovery.

17.3 Subject to section 17.1, and only where enforceable, Helix's aggregate liability arising from the Services is limited to the greater of US\$100 or the fees you paid Helix for the Services in the 12 months before the event giving rise to the claim. Related events constitute one claim only where lawful. This cap does not apply where it would remove a mandatory remedy or be unfair or otherwise unenforceable.

17.4 For consumers in the EEA, UK, Canada, Australia, New Zealand or another jurisdiction whose mandatory law requires broader protection, sections 17.2 and 17.3 apply only to the extent that law permits. We remain responsible for losses and remedies that cannot lawfully be limited. Accepting risk warnings is not a waiver of such rights.

18 Responsibility for third party claims

18.1 To the extent lawful, you are responsible for reasonable losses and costs from third-party claims caused by your unlawful content, infringement of others' rights, fraud, deliberate misconduct or material breach of these Terms. No indemnity arises merely because you used the app, suffered harm or exercised a legal right.

18.2 This obligation does not cover Helix's fault, unlawful conduct or liability that cannot be shifted to you. We will give reasonable notice, allow reasonable participation in the defence and mitigate recoverable loss. No settlement may impose admissions, non-monetary obligations or payments on you without your consent, not unreasonably withheld. Consumer protections prevail.

19 Complaints and applicable law

19.1 Contact Legal@helixmatchglobal.com or write to the company address above with your concern and requested remedy. We seek to resolve complaints promptly; informal contact is not a precondition to urgent relief, regulator complaints, mandatory statutory rights or a filing deadline.

19.2 Delaware law governs, excluding conflict-of-law rules, subject to mandatory consumer laws of your habitual residence and applicable federal law. For claims not subject to a valid US arbitration agreement, courts in Delaware have jurisdiction, except that consumers may use any court available under mandatory local law. No exclusive venue clause removes a protected local forum.

20 United States arbitration agreement

20.1 This section applies only to users resident in the United States who affirmatively accept it. Subject to the exceptions below, you and Helix agree to individual binding arbitration of disputes arising from these Terms or the Services, administered by the American Arbitration Association under its applicable Consumer Arbitration Rules. The Federal Arbitration Act governs this agreement. Rules and fee information are available at adr.org. No Commercial Rules substitute automatically for Consumer Rules.

20.2 You may opt out without losing access by emailing Legal@helixmatchglobal.com within 30 days after first accepting this agreement, identifying your account and stating that you opt out of arbitration. No wet signature or postal notice is required. An existing dispute is not retroactively subjected to arbitration by a unilateral update.

20.3 Either party may bring an eligible individual small-claims case. This agreement does not prevent regulator complaints, legally protected public injunctive relief, urgent interim court relief or claims that law makes non-arbitrable, including protected sexual-assault or sexual-harassment disputes where applicable. A court decides formation, scope and enforceability; the arbitrator decides the merits of a validly arbitrable dispute.

20.4 Optional informal resolution may be attempted for 30 days by email. It does not impose a burdensome procedural prerequisite or shorten limitation periods. Arbitration hearings use a location or remote format allowed by the Consumer Rules and consumer law. Helix pays fees allocated to a business by those rules; you owe no more than the lawful consumer portion. No reimbursement penalty is imposed merely for losing.

20.5 Where enforceable, claims proceed individually, not as class or representative arbitration. Nothing prevents rights or remedies that cannot be waived. If this individual-arbitration requirement cannot lawfully apply to a claim, that claim proceeds in a competent court rather than class arbitration. Other valid claims remain arbitrable unless law requires otherwise. If AAA cannot administer, the parties may agree on a lawful consumer administrator; neither party may impose a materially less protective procedure unilaterally.

20.6 This agreement is not applicable to non-US users. Local mandatory rights and courts remain available. It does not bind donors, children or other non-parties who have not agreed.

21 General provisions and updates

21.1 We may update these Terms for legitimate service, legal or security changes, identify the new date and give appropriate notice. Material contractual changes require the notice and acceptance mandated by law; continued use cannot replace required express acceptance, sensitive-data consent or a new arbitration agreement. Changes are prospective unless lawfully agreed otherwise.

21.2 Invalid provisions are severed only to the extent lawful; courts need not rewrite unfair terms. Failure to enforce once is not a waiver. You may not transfer your account without permission. Helix may assign the agreement in a lawful reorganisation without reducing mandatory rights; data transfers remain subject to privacy law and required consents.

21.3 These Terms and applicable accepted feature/purchase terms are the entire service agreement, without excluding legally protected reliance on representations. No agency, fiduciary, partnership, medical or legal-adviser relationship arises merely from use. No third-party-beneficiary rights are created except where law requires them or an applicable app-store term expressly provides them.

21.4 App-store terms apply to distribution and billing. To the extent required by Apple's licence terms, Apple is not responsible for maintaining Helix, addressing its product claims or resolving its user disputes; Helix is responsible subject to law. Apple and its subsidiaries may enforce applicable licence terms as third-party beneficiaries. You must comply with applicable device, export and sanctions restrictions. These statements do not displace mandatory rights against any responsible party.

21.5 Contact: Helix Match Global Inc., 254 Chapman Rd., Ste 209, Newark, DE 19702, United States; Legal@helixmatchglobal.com; <https://HelixMatchGlobal.com>.

22 Android distribution and platform-neutral safeguards

22.1 For purchases billed through Google Play, manage renewal or cancellation through Google Play subscription settings using the purchasing Google Account. Eligible existing entitlements are recovered through the app's purchase recovery/sign-in process; recovery does not renew expired rights. Google Play refund rules and applicable consumer law govern alongside the Refund and Cancellation Policy. Purchases on one platform do not automatically create a second purchase or transfer billing to another platform. Digital features use the applicable store billing system unless a permitted regional programme or exception has been implemented and disclosed.

22.2 Reimbursements are not payment for sexual acts, romantic access, a relationship, a marriage, a child or guaranteed conception. Compensated sexual arrangements, sugar dating, trafficking, coercion and disguising prohibited payments as expenses are forbidden. The current discussion-only feature does not establish that any proposed reimbursement is lawful or acceptable to a store.

22.3 Helix is not a medical device and does not diagnose, treat, cure or prevent any medical condition. Consult a qualified healthcare professional for medical advice, diagnosis or treatment. AI illustrations are speculative and do not predict a future child's actual appearance, genetics, health or fertility outcome. No accuracy percentage or clinical validation is represented without supporting evidence. These statements do not exempt a regulated function from its applicable requirements.

22.4 You must accept the conduct rules before uploading content. Child sexual abuse and exploitation, grooming, sextortion and sexualised depictions of minors, including computer-generated material, are prohibited. Offensive or unsafe AI outputs can be reported from within the app without leaving it. Helix uses reports to improve filtering and moderation.

23 Additional account and platform rules

23.1 One person may hold one active personal account. Do not share credentials, buy or sell accounts, impersonate a person, misstate your age or credentials, or use another person's identity or medical results. Use current supported software and accurate account details. We may require proportionate age, account or identity verification for safety, security or law; the specific method and data handling must be explained before collection. Failure to provide necessary verification may restrict the affected service. A verification badge describes only the check actually completed and is not a background, medical or reproductive clearance.

23.2 You are not eligible if use is unlawful for you, applicable sanctions prohibit the transaction, you are required to register as a sex offender, or you have been convicted of a serious violent or sexual offence incompatible with community safety, subject to applicable rehabilitation, equality and other mandatory law. Do not evade a restriction or create another account after a ban without written permission. You must inform us if you cease to be eligible. We do not conduct universal criminal background checks or promise continuous screening. A permitted investigation may use incomplete or outdated records and may produce mistaken identity; human review can be requested.

23.3 Do not solicit loans, investments, gifts, fundraising or financial support through dating interactions. Only the expressly permitted, lawful expense discussion in the Helix Helper Terms is excepted; it does not authorise payment for dating, sex, donation, a child or an outcome. Do not advertise unrelated businesses, recruit for employment, run competitions, finance political campaigns, distribute spam or solicit passwords. Personal political expression remains subject to the conduct rules.

23.4 Unauthorised scraping, bulk copying, indexing, profile resale, API access, account automation, bot messaging, artificial engagement, vulnerability probing, malware, forged identifiers, framing, mirroring and reverse engineering are prohibited except to the extent a non-excludable legal right permits the specific conduct. Do not use Helix content or personal information to train or operate another AI system, build a competing database or circumvent a paywall, block or geographic restriction without the necessary permissions. Do not misuse Helix marks in hidden keywords or imply endorsement. Any authorised security testing requires

an agreed scope; legal reporting rights remain protected.

24 Content rights and product boundaries

24.1 Your submissions remain yours or the relevant rights holder's. Other members' content and Helix content are distinct; access does not transfer ownership. Use member information only for permitted personal interactions and chosen feature purposes. Do not republish profiles, private communications, reports or outputs, contact people beyond their permissions, or use their information commercially. Public-facing profiles must not display bank/payment identifiers, home addresses, passwords or unnecessary personal contact information. A permitted private disclosure does not make public republication lawful.

24.2 The limited service licence in section 10 permits necessary formatting, storage, moderation, delivery and display to your chosen audience by authorised operational providers. It is not an unlimited advertising release, exclusive ownership of your derivatives, or permission for general model training. No perpetual marketing licence is inferred from registration. Separately authorised testimonials or campaigns require a specific permission identifying the materials, channels and term. You may submit non-confidential product suggestions; you permit us to use those suggestions without compensation, without acquiring your unrelated IP or personal data rights.

24.3 AI-assisted material must not be presented as a real person, clinical evidence, another person's approval, or verified information. You must review any output before use. Copyright protection and exclusivity of AI outputs may vary; we do not warrant that an output is unique or free of every third-party right. Do not place unnecessary reliance on generated information. Applicable duties concerning Helix's own representations remain.

24.4 Recommendations, ordering, comparisons and filters assist discovery. Main factors include the profile information and preferences you supply, chosen city/region, family/donor category, selected filters and the requested comparison. Availability, eligibility, visibility and safety restrictions can affect results. Like history and activity are processed as described in the Privacy Policy; this is not a claim that a particular undisclosed ranking weight is used. You can change your filters and optional information. A ranking, match or paid entitlement guarantees no reply, exclusivity, introduction count or outcome. Any paid placement must be identified as such and must not be misrepresented as clinical merit.

24.5 No virtual currency, transferable token, stored-value account or instalment-credit product is established by these Terms. If limited-use credits or instalments are later offered, separate purchase terms must identify quantity, consumption, expiry, transfer restrictions, total payment obligation, schedule, cancellation and statutory refunds before agreement. A general update cannot create a debt or remove acquired rights retrospectively.

24.6 We may correct genuine pricing or description errors, refuse a fraudulent purchase or discontinue an unpurchased promotion, subject to law. We notify you before cancelling an accepted order for an error, provide a lawful refund and do not increase an accepted price without required consent. A failed charge may lead to suspension of unpaid premium access after appropriate notice; valid refund or chargeback rights are not misconduct. Offers vary only on lawfully disclosed grounds; eligibility, trial conversion and renewal price must be clear before purchase.

25 Complaints notices and dispute procedure detail

25.1 Safety Tips, Community Information and Moderation, Intellectual Property and Complaints, Accessibility, California Privacy Notice and the Modern Slavery and Anti Trafficking Policy supplement the relevant subject matter. The Privacy Policy and notices inform you about processing; they do not themselves supply every consent. Mandatory law prevails; a feature-specific agreement controls its specific subject only to the extent lawful. A short summary does not reduce the full rights set out in the applicable policy.

25.2 US arbitration in section 20 remains limited to its stated eligible users and acceptance. Either party may use qualifying small claims court, and statutory exceptions, public injunctive relief and the right to elect court under the Ending Forced Arbitration of Sexual Assault and Sexual Harassment Act remain. Contact Legal@helixmatchglobal.com or our postal address to send an individual dispute notice describing the account, facts and remedy. The informal process in section 20 tolls applicable filing deadlines to the extent legally permitted and does not block urgent relief or a statutory complaint.

25.3 A neutral arbitrator decides individual merits under the applicable AAA Consumer Rules; a court decides formation and matters legally reserved to it. Consumers receive a fair opportunity to present evidence, necessary proportionate discovery, an accessible remote or local hearing where appropriate, and a reasoned written award. Applicable law and administrator rules govern fees, dispositive motions, settlement offers, protective orders, and any coordinated or mass filings. No special batching, bellwether, automatic cost shifting, punitive fee, or delay of another consumer's claim is imposed by these Terms. No administrator may dispense with a mandatory consumer protection. Confidentiality does not prohibit reports to regulators, protected disclosures, evidence needed to pursue a claim or disclosure required by law. An award binds the parties to that dispute, subject to lawful review and enforcement.

25.4 If an arbitration provision cannot be enforced, the relevant claim proceeds in the court required by law without converting individual arbitration into class arbitration; mandatory collective remedies remain where they cannot lawfully be waived. No shortened contractual limitation period is imposed. A later material change to arbitration requires the acceptance required by law and cannot retrospectively deprive you of a dispute already notified. The original 30-day opt-out and all existing exceptions remain.

25.5 Notices may be provided through your registered contact or in-app communication with a durable copy where required. Keep your contact details current. Required consent is obtained separately. We provide a copy of the Terms on request. Accounts are personal and not inheritable or transferable except as mandatory law requires; a verified estate representative may exercise lawful data, closure and refund rights without receiving unrestricted access to another person's communications. Provisions concerning accrued charges, lawful content retention, IP, valid liability limits and disputes survive only as necessary and lawful. Events outside reasonable control do not excuse refunds or duties that law preserves. English wording does not override a mandatory local-language version or interpretation rule.

25.6 To the extent law permits, risks arising solely from an independent user's acts remain with that user rather than becoming a guarantee by Helix. This is not a release of Helix's own negligence, fraud, statutory duties or other liability that cannot lawfully be excluded, and it does not bind a child, donor or other non-party. No blanket waiver of unknown claims or California Civil Code section 1542 rights is imposed by registration. The limitation and indemnity provisions in sections 17 and 18 retain their express safeguards.

26 Distribution licences and communications

26.1 The Apple Standard EULA identified in section 12.5 governs the iOS software licence; these Terms govern the Helix service. The licence permits use on Apple-branded devices you own or control under Apple's Usage Rules, including any access those rules permit through Family Sharing or volume purchasing. It does not allow shared personal profiles or bypass individual eligibility and consent. Helix, not Apple, supplies app support and handles app-related product, regulatory, privacy and intellectual-property claims. Where an applicable app warranty fails, you may notify Apple for the app purchase-price refund provided by its terms; other legally recoverable obligations remain Helix's. Apple has no separate duty to maintain the app. This allocation does not remove mandatory rights or change the payment-channel refund process.

26.2 Google Play distributes the Android app under its applicable store rules; the service contract remains with Helix. Google does not become a clinic, donor provider, match guarantor or party to a reproductive arrangement through distribution. Comply with applicable store and telecommunications terms without treating those terms as consent to additional Helix processing. Your carrier or internet provider may charge its own data or messaging fees. Helix support and claims may be directed to the company contact above.

26.3 Notification permission is optional and can be managed in device settings. Essential account, transaction or safety notices may still be sent by another lawful channel. A notification may be delayed or displayed on a shared device; do not rely on it for emergency care, treatment timing or legal deadlines. Marketing permission remains separate from operational notices. Electronic acceptance and retained electronic copies may evidence the agreement where lawful; this does not waive any required paper copy, withdrawal notice or specific consent.

26.4 A required safety or legal update may be necessary to continue a particular function. We explain material changes and their effect on paid access, provide any required exit or refund remedy, and do not treat a compulsory update as permission for optional genetics, AI training or unrelated disclosure. Nothing requires you to waive mandatory rights to install a security update.

27 Additional safeguards and arbitration notice

IMPORTANT US DISPUTE NOTICE: Section 20 provides individual binding arbitration only for eligible US users who affirmatively accept it. In arbitration there is no jury, court review is limited, and the individual-claim requirement can affect participation in collective proceedings. The 30-day opt-out, small-claims option, statutory exceptions and mandatory remedies remain. This paragraph does not create a separate jury waiver for claims that proceed in court.

A notification, recommendation, displayed profile or generated image is not confirmation that a person is currently active, interested in you, safe, available to donate, or willing to form a family. Scammers can misuse notifications and ordinary features. No automated message creates another person's agreement. Report suspected manipulation under the Community and Safety Standards.

Any off-platform rights-enforcement assistance requires the express authority described in the Intellectual Property and Complaints Policy. Registration alone does not appoint Helix to sign notices in your name. Nothing here extends the content licence or overrides sensitive-data consent.

28 External material, purchase accuracy and communications

Independent websites, advertisers and providers control their own services, prices, availability and statements. A source link or displayed name is not Helix endorsement, verification or a promise to perform that provider's obligations. Review the destination and its terms before submitting information or paying. This does not exclude Helix's responsibility for its own representations, disclosures, provider selection or other duties imposed by law.

A charge authorisation covers only the purchase and renewal actually disclosed and agreed. Any permitted account-updater service, payment retry or change to a billing method must remain within that authority, the payment provider's rules and applicable notice and consent requirements. An expired payment method does not authorise a different undisclosed plan. Tax treatment and any charge payable by you must be disclosed where required; Helix remains responsible for taxes and obligations the law places on Helix.

Automated messages, badges, receipt confirmations and generated images do not authenticate another person's identity, intentions, medical status or ability to enter an arrangement. Notifications may be delayed, copied or shown on a shared device. Do not use them as treatment instructions, proof of consent, or confirmation that a reimbursement or reproductive arrangement is lawful.

You may not purport to speak for Helix, bind it to an agreement, guarantee a clinical or reproductive outcome in its name, or describe an independent provider as Helix-certified without express authority. Suggestions and support exchanges do not create an agency, employment, clinical or family-law relationship. Express service promises and mandatory rights remain enforceable.

Part 2. Refund and Cancellation Policy

1 Who supplies the service

Helix Match Global Inc., 254 Chapman Rd., Ste 209, Newark, DE 19702, United States, provides the Helix service at HelixMatchGlobal.com. Contact Legal@helixmatchglobal.com for cancellations, refunds, billing complaints and statutory withdrawal. This policy forms part of the Terms. The Regional Consumer Notices and mandatory local law prevail over any inconsistent restriction.

2 What you purchase

Payment buys the disclosed subscription or digital functionality, not a guaranteed match, response, relationship, marriage, donor, reimbursement, conception, healthy child or accurate future-child prediction. These limits do not reduce a right to receive the service actually promised or a remedy for misleading claims, defects, unauthorised charges or non-conformity. Before payment we disclose the price/currency, taxes, features, duration, renewal frequency and amount, trial conversion and cancellation method. The confirmation states the actual purchase date and terms; this policy is not a substitute for that transaction record. Promotional prices and previously planned plans do not override the purchase screen.

3 Renewals and trials

Auto-renewal and trial conversion occur only when disclosed and affirmatively authorised. We provide reminders, renewal notices and price-change procedures where required. A seven-day trial, where offered, is a promotional period and not a replacement for statutory withdrawal rights. Cancelling the trial by its disclosed deadline stops the disclosed conversion charge. Trial eligibility limits and any effect on access must be shown before enrolment. Price changes apply prospectively with required notice and consent. Silence or a retained payment method does not authorise a charge where fresh consent is required. You may cancel future renewal without explaining your personal circumstances.

4 How to cancel

Apple purchase: use your Apple account subscription controls; the App Store manages the billing relationship and refund request process for its transactions. Google Play purchase: use the subscriptions controls for the Google account that purchased the plan. Purchase-channel rules determine ordinary store cancellation timing, subject to law. A direct Helix purchase may be cancelled through the subscription controls offered at purchase or by emailing Legal@helixmatchglobal.com with the account identifier and request to cancel. We do not require a phone call, a sales conversation or an unnecessary obstacle. Requests exercising a statutory right may be submitted through any method the law allows. Deleting the app, deactivating or deleting your profile does not necessarily cancel a store-managed subscription. We identify this distinction in the deletion flow. Helix assists with matters within its control and does not use a third-party process to avoid a legal refund duty. Unless a mandatory rule or purchase term says otherwise, ordinary cancellation stops the next renewal and access continues until the paid period ends. It does not ordinarily refund an already supplied current period. Any difference for a trial must be disclosed before purchase.

5 Refund entitlement

We provide required remedies for duplicate or incorrect charges, payments without valid authorisation, failure to supply, material defects, unlawful renewal, misleading offers and other circumstances where consumer law requires a refund or other remedy. Statutory entitlement is not discretionary approval. Subject to those rights and any express promotion, changing your mind after a statutory cancellation period, not using the service, receiving no desired response or disliking a hypothetical AI image does not ordinarily entitle you to a refund if the disclosed lawful service was properly supplied. Suspension for misconduct does not automatically extinguish a statutory refund or a remedy for our own failure. If we discontinue or materially remove a paid service, we give the remedy required by law and the purchase terms, including an appropriate refund where required. Device or network issues are assessed in light of compatibility disclosures and mandatory conformity duties.

5A Restoring purchases and deleting accounts Use Restore Purchases within the app with the Apple Account used for purchase to restore eligible active subscriptions or non-consumable entitlements. Expired subscriptions and consumable purchases do not acquire new validity through restoration. If restoration fails, contact Legal@helixmatchglobal.com with a purchase reference; do not send your password or full payment details. Account deletion does not automatically cancel an Apple subscription. Manage or cancel it in Apple subscription settings, and use Apple's refund process for App Store transactions where applicable. We provide this guidance without blocking account deletion, requiring a new purchase to restore eligible access, or limiting mandatory remedies.

6 UK and EEA withdrawal

Where applicable, a consumer has 14 days from conclusion of the relevant distance service contract to withdraw without giving a reason. Statutory extensions apply if required information was not provided. For an ongoing service, starting access does not by itself remove the right. Where you expressly request early performance and required information has been given, a lawful proportionate charge for service actually supplied may apply on withdrawal. Loss of the service-contract right on full performance requires the conditions prescribed by law. For separately supplied digital content not on a tangible medium, loss of withdrawal rights requires the required prior express consent to early supply, acknowledgement of loss and confirmation; logging in or agreeing generally to Terms is insufficient. The legal classification of the purchase determines which rule applies. We will not use a digital-content acknowledgement to waive rights for an entire ongoing service where that is not permitted. Use the form in the Regional Consumer Notices or send an unequivocal withdrawal request to Legal@helixmatchglobal.com. Where a statutory refund is due, we refund by the required deadline, generally within 14 days of notice for these withdrawal rights, using the original method unless lawfully agreed otherwise and without a refund fee. App-store assistance does not reduce mandatory rights.

7 Other regional rights

Applicable dating-service laws may give shorter cooling-off notices, hold rights, disability/death remedies, referral-related refunds or other protections. See the separate Regional Consumer Notices, including the New York Dating Service Consumer Bill of Rights and cancellation form. We contractually offer a no-fee cancellation within three business days after receipt of your purchase contract for paid dating access; a longer or more favourable statutory right controls. No general non-refund clause overrides it. Helix is globally searchable. Moving within an area where the purchased service remains available does not alone end access; if we cannot lawfully supply the purchased service in the new area, we assess cancellation and any required unused-period refund. A statutory right to place membership on hold remains available where applicable.

8 Requests and processing

Send your account email, purchase date/amount, order reference if available, purchase channel and a short description to Legal@helixmatchglobal.com. Do not send passwords, complete card details or unnecessary medical/genetic records. We request only proportionate verification and supporting information. We aim to acknowledge within five business days and communicate a decision within ten business days where practicable. Shorter legal deadlines prevail; these targets do not extend them. We explain decisions and

required escalation routes. Approved refunds ordinarily return to the original method; bank/store posting times may vary. We do not substitute a credit for a mandatory cash refund without lawful agreement. You may raise a genuine chargeback or payment dispute with your provider. We investigate fraud proportionately but do not punish lawful dispute rights. Fraudulent evidence or deliberate payment abuse may result in lawful restrictions under the Terms; that does not authorise withholding a valid refund.

9 Reproductive expenses are separate

This policy covers Helix purchases. Direct payments to users, clinics, banks or laboratories are governed by the relevant separate arrangement and law. Helix Helper currently does not hold or process reimbursements, guarantee payment or take a commission. No subscription refund rule determines your rights against another person or waives a medical, family-law or injury claim.

10 Changes and contact

Changes apply prospectively with required notice. Existing purchases retain mandatory and agreed rights; an update does not validate a past unauthorised charge. Contact Helix Match Global Inc., 254 Chapman Rd., Ste 209, Newark, DE 19702, United States; Legal@helixmatchglobal.com; <https://HelixMatchGlobal.com>.

11 Google Play purchases

For a Google Play-billed subscription, open Google Play, select the purchasing Google Account, then Payments & subscriptions, Subscriptions, Helix, and follow the cancellation instructions. Uninstalling Helix or deleting an account does not by itself cancel the subscription. Cancellation ordinarily stops the next renewal while existing paid access continues for the purchased term, unless a refund or mandatory rule changes that result. Trials, renewal prices, term and cancellation timing must be disclosed before purchase. Mandatory refunds and withdrawal rights remain available.

Use Google's refund request process or contact Legal@helixmatchglobal.com with the order reference for assistance. We assess developer-supported refunds under applicable rules; Google may also determine requests under its policies. Recover eligible active entitlements using the purchasing Google Account and the app's recovery/sign-in process. Do not purchase again solely because an eligible entitlement has not appeared; contact support. Account deletion remains available independently of cancellation or a refund dispute. Any permitted alternative billing arrangement must identify the actual merchant, payment provider and cancellation/refund route at checkout; Apple or Google processes do not automatically apply to another merchant.

12 Additional cancellation and purchase protections

For paid dating access, Helix contractually offers cancellation without penalty through midnight of the third business day after receipt of your purchase contract, or any more favourable applicable statutory period. Your estate receives a proportionate refund for the unused prepaid period after your death. If disability prevents use, you may request a proportionate unused-period refund with reasonable evidence that avoids unnecessary diagnoses. These contractual benefits do not narrow local rights or require a refund to be sought through an unavailable route. Store-processed refunds follow the applicable store process with Helix assistance as needed.

For German consumer subscriptions, after an automatic renewal you may terminate on no more than one month's notice, without prejudice to termination for cause and more favourable law. For Swiss subscribers we offer a contractual 14-day subscription cancellation and refund period. For South Korean purchasers we offer a contractual seven-day refund period for subscriptions and unused separately purchased digital items, subject to more favourable mandatory rights; a general digital-use label does not remove a statutory remedy. Israeli consumers retain applicable distance-sale, cancellation, protected-consumer and death/disability rights, and receive at least Helix's contractual three-business-day cancellation benefit. The Regional Consumer Notices contain the relevant forms and further protections.

No instalment payment, virtual currency or credit programme is currently created by this policy. If later offered, the full obligation, payment schedule, item use/expiry and lawful cancellation/refund consequences must be disclosed in separate accepted purchase terms. A subscription cancellation is not necessarily cancellation of an agreed fixed-term instalment obligation, but no such obligation may be inferred from this policy. Promotional eligibility and any error correction must be transparent; an ineligible trial must not silently become an undisclosed paid purchase. A genuine price error is handled by notice, lawful cancellation/refund or an expressly accepted correction, never by an unapproved higher charge.

13 Cancellation confirmation and mistaken renewal

Cancelling renewal and deleting a profile are separate actions. After cancellation, keep the confirmation supplied by the purchase channel and check the next billing date. If a charge occurs after an effective cancellation, contact Legal@helixmatchglobal.com with the order reference and cancellation evidence for review and any required remedy. A failed confirmation or disputed billing event does not require purchasing again, surrendering privacy rights or disclosing treatment history. This section does not extend a statutory deadline or replace Apple or Google cancellation controls.

Part 3. Donor Listings and Discovery Terms

1 Discovery service and operator

Helix Match Global Inc., 254 Chapman Rd., Ste 209, Newark, DE 19702, United States, provides donor search, donor-bank listings, Donor Passport and comparison functionality at HelixMatchGlobal.com. Contact Legal@helixmatchglobal.com. These terms supplement the Helix Terms and Privacy Policy. Helix is not itself a sperm/egg bank, tissue establishment, laboratory, procurement service or seller of reproductive material.

2 Types of records

Institutional records originate from independent sources. Private member profiles are supplied by individuals. A donor appearing in an external record is not necessarily a Helix member, reachable through chat or available to donate. A comparison entry is not a reservation, order, eligibility approval or endorsement. The listing must distinguish its source type and any actual verification; self-declared and independently checked fields must not be presented as equivalent. Where available, a source reference and last-update information help you assess currency. A timestamp reflects the described update, not necessarily a fresh clinical review. Different institutions may use overlapping IDs and different definitions. Duplicate records may refer to one person; similar records may refer to different people. Helix does not promise globally complete deduplication or donor-family tracking.

3 Independent verification before action

Confirm donor availability, age/eligibility, screening methods and dates, laboratory panels, history, consent restrictions, identity-release terms, family limits, permitted destinations, transport/storage arrangements, prices and required clinical/legal processes directly with the relevant bank or licensed provider. Published history can be incomplete or change. No listed badge guarantees absence of infection, hereditary disease or other risks. A no-overlap comparison does not eliminate genetic risk. Donor anonymity cannot be guaranteed, including because relatives' DNA and external records can enable identification. Nothing permits bypassing donor-conceived people's rights or applicable identity-release restrictions.

4 No specimen custody or treatment guarantee

Helix does not collect, test, ship, import/export, store or distribute gametes or embryos, reserve inventory, guarantee quality or supervise clinical procedures. Provider contracts and payments are separate. Helix does not guarantee conception, viable material, pregnancy, live birth, a healthy child or particular traits. Mandatory responsibility for Helix's own acts remains governed by law. Provider referrals are not clinical recommendations. Any sponsorship, commission or preferential commercial placement must be disclosed where relevant; mere source inclusion does not imply a commercial relationship. Do not infer that a searchable source has approved Helix or that Helix has audited its facility.

5 Rights in donor information

Helix must establish a lawful processing basis and necessary data/image rights for source use. Public visibility, a search API or technical access does not automatically supply republication or AI rights. A user's acceptance cannot bind a non-member donor or waive the source owner's rights. Source-site contract, database, copyright, privacy and publicity restrictions may apply separately. Listing permission does not automatically cover AI generation, model training, public export or onward sale. Third-party donor inputs must not enter Future Family without the necessary rights and lawful sensitive-data

permissions. No user may bulk-copy, re-identify, scrape or commercially exploit donor data or contact a donor contrary to the relevant lawful consent restrictions.

5A Explicit permissions and evidence Helix requires explicit donor permission for collection and the relevant display or reuse, including information received from a bank or database. Public databases and publicly viewable profiles must not be treated as permission to compile donor personal information. A general source licence alone does not establish donor consent; donor consent alone does not establish copyright or database rights. Separate authority is required for profile display, sensitive health/genetic information, identifiable photos, AI inputs, AI output sharing and any future training, as applicable. Permissions must identify the information, purpose, audience and withdrawal route. The Donor Data and Image Permission Form records these permissions and the source-rights chain; signing a blank or generic form is insufficient. Helix must retain verifiable evidence before the relevant use. Absent adequate evidence, the affected record, photo or feature use must remain restricted or be removed. No listing represents that donation, clinical use, payment, parentage or international transfer is authorised. A donor may request withdrawal or restriction through Legal@helixmatchglobal.com; lawful retention and independent recipients' obligations are explained in the Privacy Policy.

6 Correction restriction and removal

Donors, sources and rights holders may email Legal@helixmatchglobal.com with the record URL/ID, concern, relevant authority and requested correction, restriction or removal. Do not send unnecessary clinical records. We use proportionate verification, review promptly, restrict processing where required and respond under applicable law. A public notice is not a substitute for an individual notice legally owed to a non-user. We may suspend disputed content during review, remove unsupported data and notify relevant processors/recipients where required. Helix will not promise continued publication where rights cannot be established. Deleting a Helix copy does not itself change a source bank's independent record; contact the source as well where appropriate.

7 Private arrangements and restrictions

Do not use discovery to arrange prohibited sales, unlicensed procurement or illegal cross-border movements. Clinical screening, independent family-law advice and required consents remain necessary. A donor label does not remove parentage or support obligations. The Helix Helper terms govern expense discussion; this service does not authorise compensation or a transaction.

8 Complaints and governing terms

The Helix Terms govern lawful liability limitations, complaints and disputes, subject to mandatory rights. These terms do not relieve Helix of its own privacy, source-rights, safety or other legal duties. Contact Legal@helixmatchglobal.com or the company address above.

9 Listing authenticity source rights and complaints

Do not imply that a private donor is a licensed bank or that an institution has sponsored, audited or approved Helix. Records must distinguish the source, category, date or freshness information available and the scope of any actual verification. A source record may be incomplete, duplicated, stale or withdrawn; availability and prices are confirmed with the independent provider. A comparison does not reserve material or establish family limits, export permission or treatment eligibility. No specimen is stored, transported or sold by Helix under these discovery terms.

Report a copyright, trademark, database, privacy or publicity concern under the Intellectual Property and Complaints Policy. A donor may request correction, restriction or removal whether or not they have a Helix account. We explain necessary verification and applicable decisions without requiring a donor to accept dating terms. Invalid source permissions require restriction of the relevant record and AI use. We do not claim ownership of a source bank's database or permission to train from a technically accessible API. The Modern Slavery and Anti Trafficking Policy prohibits recruitment, coercion, debt bondage and exploitation disguised as

donation or reimbursement.

10 Images institutional profiles and external destinations

Institutional listings must identify the independent source accurately and must not impersonate a donor's personal account. A source's logo or professional appearance does not establish credentials, consent, stock availability or affiliation with Helix. Personal profiles must follow the authenticity rules; a licensed institutional logo or properly authorised source record is not required to impersonate a photographed individual. Confirm external destinations independently before supplying identification, reports or money. Helix may restrict an unsupported image or field without removing unrelated information whose use remains lawful.

Part 4. Helper Fertility Expense Discussion Terms

1 Current service

Helix Helper is a communication feature of Helix Match Global Inc., 254 Chapman Rd., Ste 209, Newark, DE 19702, United States. It lets eligible adults discuss possible lawful reimbursement of fertility-related expenses. Contact Legal@helixmatchglobal.com. These terms supplement the Helix Terms and Privacy Policy. Users currently handle their own payments directly. Helix does not collect, hold, transmit, escrow, advance, insure or guarantee reimbursement funds, enforce an expense agreement or take a reimbursement commission. A subscription fee buys service access, not approval of a transaction. Future payment services or commission arrangements require separately disclosed terms, permissions and applicable regulatory clearance before launch; this document grants none in advance.

2 Lawfulness comes before the expense category

Only expenses permitted by all applicable laws may be discussed as reimbursement. Relevant law may depend on donor/recipient residence, where costs are incurred, clinic location, reproductive material and where treatment occurs. A receipt proves a cost was incurred; it does not prove the reimbursement is lawful. Travel, local transport, accommodation or medical costs are examples to assess, not an approved global list. Some places prohibit particular costs, overseas travel, certain recipients, direct payments, intermediaries or surrogacy-related activity. A jurisdiction restriction must not be bypassed using an off-platform message or a different account location. For example, UK HFEA guidance restricts donor payments and overseas travel expenses; Canada has specific permitted expenditures, evidence and record requirements. These examples are not advice for your particular arrangement and do not establish that other categories are allowed. Obtain advice from a qualified local professional and use licensed providers where required.

3 Permitted discussion and evidence

Describe the actual purpose, person incurring the cost, date, currency, amount and supporting document accurately. Reimbursement must be reasonable, proportionate, actually incurred, documented and otherwise lawful. Do not claim projected costs as incurred expenses, duplicate a claim or inflate amounts. No payment is due merely for agreeing to participate, being available, completing a pairing or achieving an outcome. Share only the minimum expense evidence needed with intended recipients. Redact unnecessary account numbers, addresses, third-party details, diagnoses and genetic results. Do not post bank details or medical documents publicly. Ordinary chat is not a substitute for secure clinical records exchange or a guarantee of confidentiality.

4 Prohibited transactions

You must not offer, request or disguise prohibited consideration for sperm, eggs, embryos, pregnancy, surrogacy, sexual activity, a child or parental rights. No success fee, reward for conception, payment contingent on implantation/live birth, penalty for miscarriage or failed treatment, or reimbursement contingent on sex or surrender of rights is permitted through this feature. Do not use gifts, vouchers, barter, cryptocurrency, intermediaries, service charges or inflated receipts to evade restrictions. No trafficking, coercion, exploitation, money laundering, fraud or unlawful referral commission is permitted. A cost being described as a donation does not make it lawful. Helix may reject the discussion/listing and restrict accounts for suspected misuse.

5 Consent and independent arrangements

An expense discussion, payment or receipt does not authorise clinical treatment, donation, collection or transport of material, sex, conception, pregnancy, parenting or relinquishment of rights. Each requires its own lawful, informed consent and process. No person may compel another to undergo treatment or continue a pregnancy based on an expense promise. Obtain independent medical and family-law advice. Helix does not determine parentage, custody, maintenance, citizenship or enforceability, and does not prepare or mediate your agreement. Children's statutory rights cannot be waived. You must not describe Helix as having approved a private arrangement.

6 No guarantee insurance or damages service

Helix does not guarantee the legality of your proposal, the authenticity of evidence, the payer's funds, reimbursement, recovery, donor reliability or a fertility outcome. We do not reimburse failed treatment, pregnancy costs, lost wages, injuries or damage to reproductive material merely because a connection occurred on Helix. This feature is not an insurer, compensation fund, injury settlement or escrow mechanism. Do not use it to administer damages for destroyed material, failed procedures or complications. This restriction does not prevent a lawful claim against a responsible person through appropriate channels, waive an injury remedy or exclude Helix's non-excludable obligations.

7 Safety enforcement and reporting

Report suspected fraud, coercion or unlawful payment requests through available reporting controls or Legal@helixmatchglobal.com. We may proportionately request information, restrict content/features, preserve relevant records and cooperate with competent authorities where lawful. We do not promise pre-approval or detection of every violation. Users remain responsible for their conduct, and Helix for its own legal duties.

8 Disputes and changes

Payment disputes between users are handled under their separate lawful arrangements; Helix is not a payment guarantor or family-law mediator. Helix subscription refunds follow the Refund and Cancellation Policy. Mandatory rights prevail over disclaimers. Material changes to this feature, including any proposed fee or payment flow, require updated terms and any required acceptance before use.

9 Anti exploitation and platform rules

Expense discussions must not solicit payment for romantic access, marriage, sex, a child's transfer or relinquishment of rights. They must not conceal trafficking, forced treatment, reproductive coercion, recruitment fees, debt bondage or control of another person's documents or money. No proposed expense can become an obligation to undergo a procedure, continue pregnancy or achieve a result. Reimbursements remain subject to all applicable restrictions even when discussed in private or paid off-platform.

Do not post public bank details or use expense requests to solicit investments, loans or unrelated donations. Report a suspect demand in-app; blocking, appeals, the Community and Safety Standards and the Modern Slavery and Anti Trafficking Policy apply. Helix does not approve a transaction by allowing a message or by charging for app access. An actual payment facilitation, fee or escrow function requires separate agreed terms and applicable clearance before activation.

10 No dating payments or guaranteed expense recovery

An offer, counteroffer, message or receipt is not proof that an expense was incurred, legally reimbursable or accepted as a binding obligation. No amount may be conditioned on romantic attention, marriage, sexual access, a successful procedure or a child's characteristics. Do not move a prohibited arrangement off-platform to evade these rules. Independent contractual and statutory remedies remain between the responsible parties; Helix does not promise collections, dispute mediation or payment recovery. A warning about fraud or exploitation does not approve any other transaction.

Part 5. Community and Safety Standards

1 Respect consent and eligibility

Helix is an adult discovery service operated by Helix Match Global Inc., 254 Chapman Rd., Ste 209, Newark, DE 19702, United States. Contact Legal@helixmatchglobal.com for safety reports and appeals. These standards form part of the Helix Terms. Use your real age and honest identity and intentions. No minors, impersonation, ban evasion, misleading credentials or fabricated donor/medical information. A match, like, family category, payment or AI illustration is not consent to intimacy, conception, medical treatment, a relationship or contact outside a person's boundaries. Respect rejection and blocks. Premium direct messaging does not permit repeated unwanted messages.

2 Prohibited harm

Do not threaten, stalk, harass, blackmail, exploit or discriminate unlawfully. No sexual assault, reproductive coercion, pressured natural insemination, trafficking, forced treatment, threats linked to pregnancy decisions, or payments conditioned on sex or relinquishment of rights. No child sexual abuse or exploitation material, grooming, sexualised child imagery or attempts to involve minors in adult arrangements. No non-consensual intimate imagery, deepfake sexual content, doxxing, false paternity claims, malicious genetic disclosures, public exposure of medical records or use of AI outputs to intimidate someone. Do not upload actual children's photos for profile or Future Family generation. No romance/donor scams, false emergencies, investment solicitation, phishing, forged receipts, prohibited reproductive payments or use of Helix Helper to conceal a sale. Do not encourage unsafe or unlawful clinical activity. Do not represent a self-declared status as a verified medical clearance. No automated harvesting, profile scraping, account takeover, malware, credential sharing, evasion of privacy controls or unauthorised distribution of donor material. Information accessible to a member is not a bulk-export entitlement.

3 Protect yourself and others

Verify important information independently. A badge is limited to the described check and is not a criminal-record, safety or medical guarantee. Before reproductive steps, seek licensed clinical screening and independent legal advice. Use licensed clinics where required and understand that private donation may create parentage/support duties. Do not send money on pressure, disclose financial credentials or rely on a screenshot as proof of identity, fertility or expenses. Avoid unnecessary medical records in chat. Meet with appropriate precautions and do not reveal exact home/work locations to strangers. Helix is not an emergency response service and cannot guarantee another person's behaviour. Do not put your surname, personal email/phone, home address, workplace or other identifying details in your public profile or initial messages. Stop contact with anyone pressuring you for personal or financial details. Caution is essential even when a person wants to meet you. For an in-person meeting, tell a trusted person where you are going and when you expect to return. Arrange your own transport, do not accept collection at home, and choose a busy public place. These precautions do not guarantee safety or make a victim responsible for another person's wrongdoing.

4 Report and block

Use the available report/block controls or email Legal@helixmatchglobal.com with the account/profile identifier, relevant dates, the issue and any evidence you can safely provide. Avoid forwarding illegal child-abuse content or unnecessary intimate/medical files; describe the issue and relevant location instead. Do not investigate, threaten or contact the alleged offender on Helix's behalf. For imminent danger, contact the appropriate local emergency service. Preserve relevant records you lawfully possess without redistributing them. Blocking must not be bypassed through new accounts, notifications or generation features. A report is assessed on its merits; retaliation and malicious reporting are prohibited.

5 Helix response

We may review relevant content/metadata, triage urgency, restrict visibility/contact, remove material, suspend functions/accounts, preserve evidence, seek limited clarification and refer or report matters to authorities where legally required or appropriate. We prioritise credible immediate threats, exploitation, minors and serious coercion. Personnel access is limited to an authorised purpose; reporting does not authorise unrestricted sharing of your medical data. We do not guarantee detecting every violation or any particular outcome. Serious safety concerns may require action before notice. We explain restrictions and provide review routes where required unless disclosure would prejudice safety, an investigation or law. We do not promise to reveal another person's private records or confidential enforcement methods.

5A Filtering, reporting and blocking Helix applies content filtering and moderation to objectionable material and provides in-app reporting of content or accounts and blocking of abusive users. Reported material is reviewed promptly with priority for credible threats, exploitation and minors. Action may include removal, limits on contact or visibility, and suspension or termination. A user may also contact Legal@helixmatchglobal.com. Blocking prevents further interaction through the relevant Helix controls. Users must not evade blocks through new accounts, alternate profiles or other features. We assess complaints and appeals with appropriate privacy safeguards and do not promise that filters or moderation will detect every harmful act.

6 Review and appeals

Email Legal@helixmatchglobal.com identifying the decision and grounds for review. We provide human consideration where required, correct supported errors and communicate the outcome subject to safety and privacy limits. Automated flags are not infallible. Consumer refunds and statutory complaints remain separate rights; reporting or appealing does not require waiving a claim.

7 Provider and user independence

Helix does not mediate custody, enforce a donor promise, supervise treatment or guarantee a reimbursement. It remains responsible for duties applicable to its own conduct. These standards supplement rather than replace legal safety/reporting obligations and the Terms. Changes are notified as required; mandatory local rights prevail.

8 Published child safety standards

Helix prohibits child sexual abuse and exploitation (CSAE), child sexual abuse material (CSAM), grooming, sextortion, child sex trafficking and all sexualised depictions of minors, including AI-generated or computer-generated depictions. No user may create, request, upload, store, link to or distribute this content or facilitate such conduct. Helix is for adults aged 18 or over and any higher applicable minimum age. Suspected underage accounts are restricted and investigated proportionately.

Report a user, message, listing or AI output using in-app reporting without leaving the app. You may also email Legal@helixmatchglobal.com with the subject Child Safety. Describe the concern and record location; do not email, download or redistribute suspected CSAM. For immediate danger, contact local emergency services.

On becoming aware of suspected CSAM or exploitation, Helix promptly reviews and takes appropriate action, including restricting access, removing prohibited material, disabling implicated accounts, preserving evidence securely where law requires and making required reports to the relevant authority, including NCMEC where applicable. Only authorised personnel may access necessary evidence. We comply with applicable child safety and reporting laws and use reports to improve safeguards. We do not promise confidentiality where reporting or protective action is required by law.

Child safety concerns can be sent to Legal@helixmatchglobal.com. Helix must maintain a designated, knowledgeable child safety point of contact for store and authority enquiries. The named person and direct contact details are supplied privately to Google Play; this policy does not represent that a particular person has

already been appointed.

9 AI output safety and reimbursement boundaries

AI-generated outputs are subject to the same prohibitions as user uploads. In-app output reporting must allow offensive or unsafe results to be flagged without leaving Helix; reports inform content filtering and moderation. Non-consensual intimate imagery, deceptive impersonation, sexual exploitation and instructions enabling harm are prohibited. A generated child illustration may never be sexualised.

Money, gifts or support must not be offered for sexual acts, romantic access or compensated sexual or dating arrangements. Expense discussions must not be used to bypass these restrictions. Helix may restrict or remove content or accounts that use fertility or reimbursement language to disguise exploitation or prohibited compensation.

10 Detailed profile and community rules

Represent your current age and identity honestly. Personal profile images must authentically depict you; do not use celebrity images, deceptive synthetic identities, materially misleading filters or another person's photos. Hypothetical Future Family outputs belong in the labelled feature, not as evidence of your identity, a pregnancy or a real child. Names may reflect the name you ordinarily use without publishing unnecessary legal identifiers. No child-only, unclothed-child or sexualised-child profile images are allowed. Do not expose children's names, schools, routines or identifying medical details.

No harassment based on race, ethnicity, nationality, caste, immigration status, religion, sex, gender identity or expression, sexual orientation, disability, body type, infertility, donor status or genetic/health information is permitted. Personal dating preferences do not authorise abuse, dehumanisation, eugenic claims or malicious reports. Do not fetishise, pressure, stalk, blackmail, cyberflash, secretly record, publish intimate material or retaliate for rejection or reporting. Consent is specific, freely given, ongoing and revocable; payment, marriage, a prior encounter or a match does not supply it.

Do not promote terrorism, violent extremism, threats, graphic violence, animal cruelty, weapons sales, illegal or controlled-goods trading, prescription misuse, counterfeit goods, money laundering, investment scams, harmful medical misinformation, election deception, dangerous challenges or encouragement of self-harm or disordered eating. Respectful discussion of personal experiences or reproductive health must remain non-exploitative and consistent with the no-explicit-content rules. Do not upload illegal material to condemn it; identify the location to moderators instead.

Unsolicited commercial promotion, recruiting, fundraising, follower harvesting, spam, bots, multiple misleading accounts, unauthorised automated messages and evasion of filters or bans are prohibited. Legitimate bank listings and lawful expense discussions are allowed only within their designated feature rules; they do not exempt unrelated advertising or solicitation. Staff and contractors must also be treated without threats or harassment. Criticism, legitimate complaints, protected disclosures and truthful reviews are not prohibited merely because they are negative.

11 Decisions appeals and support

We consider seriousness, credible evidence, context, recurrence, vulnerability and actual risk when choosing action. We may issue a warning, remove or limit material, restrict contact, require lawful verification, suspend or close an account. Serious exploitation or immediate danger may require action without a warning. Reports of related offline harm may be assessed; no universal criminal check or monitoring of all offline conduct is represented. An action does not automatically extinguish a statutory refund.

Appeal by emailing Legal@helixmatchglobal.com with the decision, account identifier, grounds and relevant evidence. You may appeal for at least six months after a content/account decision, or longer where law requires. An appropriately qualified reviewer considers the complaint and relevant new information; where

required, review is not solely automated. Notices explain reasons and available remedies subject to safety, privacy and legal exceptions. Further EU/UK remedies are described in Community Information and Moderation. Reports are handled discreetly, but no absolute confidentiality is promised where disclosure is legally required or necessary for a fair process. Good-faith mistakes are distinct from knowingly false, discriminatory or systematically abusive reports.

12 Public content authenticity and additional safety rules

No pornography, nudity, explicit sexual solicitation or unsolicited sexual media is permitted in profiles, messages, listings or AI output. Respectful, non-graphic discussion of fertility, anatomy, consent or clinical care is permitted within the relevant feature and privacy rules. A private chat does not create an exception for prohibited explicit content. Do not use public profiles to publish contact handles, payment details or links intended to evade safeguards.

Personal discovery profiles must include a current photograph recognisably depicting the adult account holder, subject to a reasonable safety or accessibility alternative agreed with Helix. Do not use text-only advertising, a meme or a synthetic person as identity evidence. Authorised institutional listings and source photographs follow their separate listing and permission rules. Neither a visible face nor a verification label establishes safety. Adults must not pretend to be underage to attract contact.

Involuntary intoxication, drugging, robbery, kidnapping, theft and attempted or threatened physical or sexual violence are prohibited. We may notify affected members about credible serious risks, including sexual violence, exploitation or fraud, when necessary and lawful. We assess the evidence, urgency and exposure and use an appropriate lawful communication channel. A warning may identify the relevant account and precautions; it is not a finding of guilt. We protect unnecessary personal information and comply with mandatory notice requirements. A good-faith report does not always result in a warning to everyone who contacted the reported person.

Sexual conduct without consent violates these rules, is unlawful and may carry civil or criminal consequences. You may seek Colorado victim-support information through the Colorado Attorney General at <https://coag.gov/dating-safety/> and the Colorado Division of Criminal Justice Office for Victims Programs at <https://dcj.colorado.gov/dcj-offices/ovp/hmpage>. These are independent resources; no partnership is represented. For immediate danger, use local emergency services. You may report harm to Helix without first making a police report.

13 Protect the integrity of reports and results

Do not organise discriminatory reporting campaigns, manipulate recommendation signals, purchase artificial engagement, or create automated identities to influence other members. Do not exploit another person's grief, infertility, disability, financial hardship or wish for a child to obtain money, sex, sensitive records or control. An invitation to discuss expenses never authorises such pressure. Genuine reports, honest mistakes, lawful criticism and protected disclosures remain permitted. AI illustrations and comparison results must not be used to fabricate consent, medical credentials, clinical clearance or evidence of a real child.

14 Names, controlled goods and respectful discussion

Use a display name that authentically identifies how you ordinarily present yourself without publishing unnecessary legal identifiers. Do not impersonate a celebrity or another person, use a name to advertise, publish a payment or messaging handle, or hide abusive messages in symbols, punctuation or images. Reasonable privacy, cultural, safety and accessibility alternatives remain available.

Do not use Helix to trade or promote controlled drugs, drug paraphernalia, tobacco or vaping products, misuse of prescriptions, dangerous weapons or other prohibited goods. Graphic injury, gore, animal cruelty and content glorifying violence or exploitation are prohibited. Safe, non-graphic discussion of recovery, fertility or personal

experiences must not encourage self-harm, disordered eating, dangerous challenges or harmful medical misinformation.

Do not target someone with unsolicited degrading comments about appearance, fertility, donor status, disability or identity. Do not pressure a person into disclosure, intimacy, travel, marriage, donation, treatment or payment, including through an intermediary. Legitimate rejection, a lawful personal preference, a good-faith complaint and protected criticism remain distinct from harassment or discriminatory reporting.

Part 6. Regional Consumer Notices

1 Operator and protected rights

These notices supplement the Terms and Refund and Cancellation Policy of Helix Match Global Inc., 254 Chapman Rd., Ste 209, Newark, DE 19702, United States. Email Legal@helixmatchglobal.com; website <https://HelixMatchGlobal.com>. Mandatory local rights prevail. A general cancellation, governing-law, arbitration, cap or non-refund clause cannot remove them. Purchase confirmations must contain the actual transaction date, price, period and required local notices.

2 UK and EEA withdrawal information

For applicable distance service contracts, you may withdraw within 14 days after conclusion without giving a reason, subject to statutory exceptions/extensions. Tell us unequivocally by email or another legally permitted method. A request sent before expiry is timely under the applicable rules. The Refund and Cancellation Policy explains early service performance and separately supplied digital content. Immediate access alone is not a blanket waiver. Where a valid express request for early service performance and required information exist, a proportionate lawful charge may apply to the service actually supplied before withdrawal. For digital content, any loss of withdrawal rights requires the prescribed separate consent, acknowledgement and confirmation. Ongoing services are not automatically fully performed by delivering login access or one AI image. We refund by the applicable deadline and original method unless lawfully agreed otherwise.

3 Model withdrawal form

Send to Helix Match Global Inc., 254 Chapman Rd., Ste 209, Newark, DE 19702, United States, or Legal@helixmatchglobal.com. I hereby give notice that I withdraw from my contract for the following service:

_____. Ordered on: _____. Account email/order reference: _____.
_____. Consumer name and address: _____. Date: _____.
_____. Signature, only if submitted on paper: _____. Use of this form is optional. It does not require unnecessary health/genetic details or proof of dissatisfaction.

4 New York dating service terms

These provisions apply to a covered New York member/purchase under General Business Law section 394-c. Helix provides online search/possible matches rather than a guaranteed count of human introductions. Applicable online-service statutory exceptions remain subject to the statute; no compulsory ancillary purchase is required. YOU, THE BUYER, MAY CANCEL THIS CONTRACT WITHOUT ANY CANCELLATION FEE WITHIN THREE (3) BUSINESS DAYS AFTER THE DATE OF THIS CONTRACT. SEE THE NOTICE OF CANCELLATION BELOW FOR AN EXPLANATION OF THIS RIGHT. Any longer right measured from receipt of the written contract or otherwise provided by law prevails. You may unilaterally request a membership hold for up to one year in writing; a longer lawful period may be agreed. If the paid contract exceeds US\$25 and no referral is furnished for two successive months in

circumstances covered by the law, you may cancel and obtain the statutory refund. Helix waives any cancellation fee for that statutory non-referral cancellation rather than imposing the permitted fee. Helix provides regional/global online search. There is no promised local referral radius unless expressly agreed; your search choices control. Moving does not itself remove access where service remains available. If we cannot lawfully continue the purchased service after a move, contact us for cancellation and any unused-period refund required by law. We do not sell, assign or transfer personal/private purchaser materials without prior written consent where section 394-c requires it. Selected profile display, processor functions and separate sharing choices must be supported by the actual required consent; a corporate transaction does not override this right. On expiry/termination where section 394-c requires, personal/private materials are promptly returned or

destroyed/deleted with certification, except retention actually required by law or judicial order. General fraud-prevention preferences, broad licences and backup convenience do not override this requirement. We provide applicable fraud-ban notices to affected New York members as required by law while respecting protected information and safety.

5 New York Dating Service Consumer Bill of Rights

1. A social referral contract ordinarily may not require payment over US\$1,000 or exceed two years. The statute contains an exception for an online dating contract with an initial and subsequent terms of one year or less where an excess price is reasonable in light of its offerings. The applicable exception does not remove other rights.
2. You cannot be required to buy an ancillary service as a condition of the dating contract.
3. For covered contracts over US\$25, minimum referral requirements apply subject to the online-search/possible-match exception. If no required referrals, or no online referral as applicable, are furnished for two successive months, you may cancel and receive the statutory refund. Helix imposes no cancellation fee for this remedy.
4. A referral-distance specification is required except for online services generally available regionally, nationally or globally. Helix is a global/city-search online service and does not promise in-person introductions within a guaranteed radius.
5. The provider must explain its relocation policy. Helix's policy is stated in section 4 above.
6. You may cancel a covered contract without a cancellation fee within three business days after receipt of a copy of the written contract, subject to the applicable statutory wording and any more favourable right.
7. You may place membership on hold for up to one year by written notice; any longer agreed period is subject to the statutory limit.
8. Personal/private information may not be sold, assigned or otherwise transferred without the written consent required by law. At expiry, materials must be returned or destroyed/deleted and certification provided, subject only to the statutory retention exceptions.
9. If the provider violates a provision of the dating-service contract, you have the right to bring a court action against it. If a provision violates applicable law, you may also invoke the statutory remedies. You may complain to the New York Attorney General. Nothing in this guide reduces the complete statutory bill of rights or remedies.

6 New York notice of cancellation

NOTICE OF CANCELLATION Transaction date: as shown on your purchase confirmation. The confirmation must specify the actual cancellation deadline applicable to your purchase. You may cancel this contract, without penalty or obligation, within three business days after the date of the contract, with any longer period measured from receipt or otherwise required by law preserved. Email a signed and dated cancellation notice to Legal@helixmatchglobal.com or send it by certified or registered United States mail to Helix Match Global Inc., 254 Chapman Rd., Ste 209, Newark, DE 19702, United States. Applicable online contracts and notices may be supplied and signed electronically. If you cancel under this right, payments made under the contract will be returned within ten business days following receipt of your notice. To cancel, identify your account/purchase, state your cancellation, and give your name, signature and date. You may use the following statement: I cancel my Helix dating-service contract identified in the attached purchase confirmation. Name/account:

_____. Signature: _____. Date: _____. Helix must provide the required completed copies/transaction-specific electronic notice at purchase; this general webpage is not a substitute for the completed purchase document.

7 Other US state rights

Helix contractually permits no-fee cancellation of paid dating access within three business days after receipt of the purchase contract; more favourable state rights prevail. Applicable death/disability, service-relocation, renewal, cancellation-method and dating-service rights remain available. Contact Legal@helixmatchglobal.com to exercise them without unnecessary sensitive records. This general provision does not substitute for mandatory state-specific checkout wording or forms. The service does not conduct universal criminal-background screening. A verification badge is limited to its stated check. Internet-dating safety notices and reporting duties required by a user's state remain applicable and must be provided in the required location.

8 Canada Australia New Zealand and other consumers

Mandatory local consumer guarantees, fair-contract rules, cancellation, language and court rights remain. A Delaware choice or US arbitration clause cannot remove a protected local remedy. Quebec and other applicable language requirements must be met for the actual offer; this English package is not a waiver. Australian and New Zealand mandatory guarantees and remedies remain unaffected. Other launch markets may require additional local notices or restrictions before offering the relevant feature.

9 Expanded regional subscription benefits

For residents of Arizona, California, Colorado, Connecticut, Illinois, Iowa, Minnesota, New York, North Carolina, Ohio, Rhode Island and Wisconsin, Helix offers cancellation of paid dating access without penalty through midnight of the third business day after receipt of the purchase contract, preserving any earlier statutory delivery requirement and any more favourable right. A timely notice may be emailed to Legal@helixmatchglobal.com or sent by another legally permitted method to the company address in section 1; no unnecessary in-person or telephone step is imposed. Purchase confirmations must give the actual transaction and applicable cancellation deadline. Estates and members unable to use the service because of disability can claim the proportionate unused prepaid subscription amount as described in the Refund Policy. No unnecessary full medical record is required.

For German consumers, an automatically renewed subscription can be terminated on no more than one month's notice, subject to more favourable mandatory rights. Helix contractually extends a 14-day subscription cancellation/refund period to Swiss consumers. South Korean consumers receive at least a contractual seven-day refund period for subscriptions and unused separately purchased digital items, without narrowing applicable statutory remedies. Israeli consumers retain their applicable distance-sale and cancellation protections, including any longer rights for qualifying consumers, as well as Helix's contractual three-business-day benefit. These benefits do not purport to reproduce every country's statute or authorise an uncleared feature.

10 California consumer information

You can request a copy of your contract and applicable policies from Legal@helixmatchglobal.com. Consumer complaints may be directed to the California Department of Consumer Affairs through <https://www.dca.ca.gov/> or the current official contact listed there. California Notice at Collection and US Privacy Rights is a separate notice covering personal information, sensitive information and request routes. No general release of unknown claims is required for registration, reporting or privacy requests.

11 Colorado and other internet dating safety notices

Helix does not conduct universal criminal background checks. Identity, age or genetic labels indicate only an expressly described check and do not establish safety or clinical suitability. Reports may lead to proportionate investigation or action, including connected offline harms; records can be incomplete, outdated or mistaken. Read the Safety Tips, Community and Safety Standards and Community Information and Moderation for reporting, verification, consequences and appeals. No sexual conduct is owed, and consent can be withdrawn at any time. Complaints may be made in-app or to Legal@helixmatchglobal.com. These public notices do not replace any required in-flow state warning or a required notice concerning a person you interacted with.

12 EU and UK platform remedies

Where applicable, EU users may use internal content/account complaints for at least six months, applicable certified out-of-court dispute settlement, their national Digital Services Coordinator and competent courts. UK users may complain about illegal content, failure to follow published safety procedures, removal/restriction of their content or account, and accessibility barriers; applicable contract and statutory claims remain. These routes are not limited by US arbitration. See Community Information and Moderation. Required local language, regulator and appointed representative details must accompany an actual regulated local offer.

13 North Carolina buyer information

For a covered North Carolina prepaid entertainment or social-referral contract, the buyer's rights under North Carolina General Statutes section 66-120 apply in addition to the contractual benefits above. They include delivery of personal/private materials within 30 days of a request and qualifying unused-service refunds for death/disability, specified relocation or material impairment, and aggregate covered contracts over the statutory amount, on the statute's terms. Helix does not impose a permitted cancellation fee where its more favourable contractual refund applies. The full official provision is available at https://www.ncleg.gov/EnactedLegislation/Statutes/PDF/BySection/Chapter_66/GS_66-120.pdf. No general geographic-availability statement overrides a right that applies to the actual purchase.

14 Additional Colorado purchase and safety protections

For a covered Colorado online dating contract, the three-business-day cancellation period runs from the contract date, excluding Sundays and holidays. Email Legal@helixmatchglobal.com; an unequivocal cancellation is effective when sent. All money due back under that cancellation right is refunded within ten days of receipt. Noncompliance with required contract protections does not remove your right to cancel or other statutory remedies. The required standalone notice appears at the beginning of the Terms and must also accompany the actual purchase agreement.

Where death or a qualifying disability prevents use, you or your estate may end future payment obligations for unreceived services and recover the unused prepaid amount under applicable law. Only proportionate verification is requested. The contractual benefits in the Refund Policy remain available. Colorado safety, fraud-ban and reporting information is contained in Community Guidelines and Safety, which forms Helix's safety policy for that purpose.

15 California consumer contact and purchase records

You may request a durable copy of the agreed Terms, purchase confirmation and relevant cancellation notice from Legal@helixmatchglobal.com. Your confirmation must identify your actual purchase and any applicable cancellation deadline; a generic policy page is not a completed transaction-specific contract.

California consumer assistance is available from the Department of Consumer Affairs, Consumer Information Center, 1625 North Market Blvd., Suite N 112, Sacramento, CA 95834; telephone (800) 952-5210; https://www.dca.ca.gov/about_us/contactus.shtml. The Department currently directs dating-app disputes to the

company or other appropriate routes and does not represent that it resolves every such dispute. You may contact Helix directly without surrendering other available consumer, court or regulator remedies.

Part 7. 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 8. Community Information and Moderation

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 Our community and policy resources

Helix serves eligible adults exploring dating, marriage intentions, friendship, co-parenting and lawful donor/fertility discovery. Community and Safety Standards apply to profiles, messages, listings, AI outputs, expense discussions and connected offline conduct. Terms define the service contract; the Privacy Policy, Consumer Health Data Notice and visibility schedule define information handling. Safety Tips provide practical precautions. This information page explains reports, moderation, recommendations and remedies; it is not a claim that every member or record has been screened.

2 How to send a notice or report

Report the relevant profile, content, message, listing or generated result within the app. AI results can be flagged without leaving the app. You can also email Legal@helixmatchglobal.com, including without an account or after an unmatched. Identify the content location or record ID, describe the facts and why the material may be unlawful or violate policy, provide appropriate supporting information, and give a safe reply contact where possible. For an illegal-content notice, state the relevant jurisdiction/legal concern if known and confirm that you believe the information is accurate and complete. We do not demand a legal opinion or unnecessary health records.

Child sexual abuse material must not be downloaded, attached or redistributed. Identify its location and report the risk. A credible immediate threat may require local emergency help. Intellectual property notices follow the dedicated complaints policy; privacy and health-data requests may also be made directly to the legal mailbox.

3 Moderation and decisions

Helix uses user reports, content filtering and authorised review to address prohibited content. Automated indicators can be mistaken and do not replace human consideration where required. We prioritise credible exploitation, minors, violence, coercion and serious fraud. Authorised reviewers access only information necessary for the purpose under the Privacy Policy. We may request proportionate clarification, assess relevant context, and consider connected offline harm without representing that all users receive criminal-record screening.

Actions include warnings, removing content, limiting its visibility, restricting contact or a feature, requiring lawful verification, temporary suspension and account termination. Serious or urgent cases may require action before notice. We consider evidence, severity, recurrence and risk. We do not promise that every upload is reviewed or that harmful conduct will always be detected. A report does not guarantee removal; a good-faith report that is not upheld is not automatically abusive.

We acknowledge actionable notices and communicate the decision as required, including applicable reasons, policy/legal basis, scope and duration and whether automation materially influenced a decision. We may withhold protected information, confidential detection details or material whose disclosure would threaten safety or breach law. Where law requires, affected users receive an explanation and available redress. A privacy-limited report outcome may be supplied without identifying the reporter or exposing another person's medical information.

4 Appeals and complaints

Email Legal@helixmatchglobal.com with the account/content identifier, decision, grounds and any relevant evidence. Internal appeals are available for at least six months after a moderation decision and longer where required. They are free; no new purchase is needed. We review promptly and fairly, with appropriate human oversight, correct substantiated errors and explain the outcome subject to lawful restrictions. You may also complain that our reporting, safety, privacy or accessibility processes did not follow the published policy.

EU users retain applicable certified out-of-court settlement, regulator and court remedies under the Digital Services Act. A complaint may be made to the relevant national Digital Services Coordinator. UK users retain applicable contract and statutory remedies concerning content or account restrictions and online safety duties. Internal review is not an exclusive remedy, and US arbitration does not apply where the Terms exclude it or law prohibits it. No settlement organisation or statutory local representative is claimed to have been appointed by this page.

5 Reporting misuse and enforcement safeguards

Do not retaliate, evade blocks or submit knowingly false, discriminatory, threatening or systematically abusive reports. We consider context, reliability, seriousness, frequency and intent; a genuine error is not deliberate abuse. Where appropriate and legally required, we warn before proportionate restriction for repeated misuse. Protected complaints, whistleblowing, regulator contacts and truthful criticism remain allowed. No blanket confidentiality promise prevents lawful disclosures or required reports to competent authorities.

6 Discovery and recommendation information

Search and comparisons depend on supplied profile information, selected city/region, family/donor categories, preferences, filters and authorised comparison inputs. Results also depend on eligibility, available records, visibility and safety restrictions. Optional information and filters can be changed. A sensitive-data choice is not inferred from payment. Any commercial preference or sponsored placement must be identified rather than presented as clinical suitability. No particular ranking weight, guaranteed introduction, success rate or clinical prediction is asserted here. Ask Legal@helixmatchglobal.com for an explanation or review of a materially affecting automated decision where applicable.

7 Transparency and official contacts

Users, donors, rights holders and competent authorities may contact Legal@helixmatchglobal.com in English. Authorities should identify their agency, lawful authority, scope and urgency; requests are verified and assessed for necessity and legality. We preserve and disclose data only on a valid basis with safeguards. This general contact does not replace a statutory representative appointment or a legally prescribed service route.

Where transparency reporting, recipient counts, appointed representatives or additional regional disclosures are legally required, Helix publishes accurate dated information in the applicable regional information area. This page does not invent usage figures, exemption status, safety partnerships or audit results. Individual privacy, safety and source-rights complaints remain available without such a publication. Our Accessibility Statement explains alternative formats and assistance.

8 Safety warnings to affected members

We may send limited warnings about credible threats, sexual violence, exploitation or fraud to members exposed to the relevant account when necessary and lawful. We consider report reliability, severity, urgency and known contact. We use a lawful email, in-app or other appropriate channel, explaining the risk and precautions without unnecessarily identifying a reporter or disclosing medical records. A warning is precautionary and does not determine criminal guilt. Mandatory local notices take priority over discretion.

For a Colorado fraud ban, we notify qualifying members known to have received and responded to that account's on-service messages. The notice identifies the banned profile, warns of possible false identity/fraud, advises against sending money or personal financial information, and links to fraud-avoidance information. It is sent within 24 hours, or within three days where legally permitted circumstances justify extra time. Reporting remains available after an unmatch. These notices do not authorise prohibited reimbursement or dating payments.

9 Complaints after leaving Helix

You can report a connected safety incident or challenge a moderation decision after unmatching, cancelling a subscription or closing an account. Email Legal@helixmatchglobal.com with the relevant identifiers and a safe reply route. No renewed subscription or contact with the reported person is required. The applicable appeal period, lawful evidence limits and privacy safeguards above remain. A person without an account can report misuse of their image, identity or donor information. Do not attach suspected child sexual abuse material; identify its location instead.

Part 9. Intellectual Property and Complaints Policy

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 Ownership and permitted use

Helix and its licensors retain rights in the app software, interface, original text, branding and protected compilations. Members and third parties retain their own content rights. Access to a profile, donor record, image or source link is not permission to republish, scrape, sell, train an AI model or imply endorsement. Use Helix content only under the service licence or a separate written permission, subject to non-excludable legal rights and lawful quotation or criticism. No patent, registered trademark or exclusive right in a generic feature name is asserted without an actual basis.

Helix Match Global and its authorised logos may not be used deceptively or as an unauthorised badge of affiliation. Do not alter logos, register confusing domains or social accounts, use hidden metadata to misdirect traffic or remove required notices. Request brand permissions from Legal@helixmatchglobal.com. An omission from a brand list is not a waiver. A granted permission must be followed as to mark, channel, territory, term and attribution. Third-party bank, clinic and provider names identify their respective owners and do not establish affiliation.

2 Your material and AI results

The Terms grant a limited operational licence for content you lawfully submit, subject to permissions, audience choices and deletion rights. Uploaders must have necessary copyright, database, privacy and publicity rights. Source-bank publication does not authorise a donor photo's AI reuse. AI output may not be unique or protectable and may involve others' rights; no ownership promise overrides applicable law. Your personal image or sensitive information is not automatically licensed for advertising or model training. We do not automatically act as your agent for off-platform copyright enforcement; an express request and authority may be needed.

3 Copyright and other rights notices

Send notices to Legal@helixmatchglobal.com with the subject IP Complaint, or to the company address above marked Intellectual Property. Identify the protected work or representative list; the allegedly infringing material and precise Helix location; your name, contact details and authority to act; and the action sought. For a US copyright takedown notice, include a physical or electronic signature, a good-faith statement that the use is not authorised by the owner, its agent or law, and a statement that the notice is accurate and, under penalty of perjury, that you are authorised to act for the owner of the exclusive right. Consider any licence, exception or fair use before making the notice.

Trademark complaints should identify the mark, owner, relevant registration or other rights, territories and the alleged confusion. Database, privacy, publicity, unauthorised-image and donor-consent complaints should explain the right, affected individual/source, location and authority. A donor may complain without a Helix account. Do not send complete genetic records, passwords or unnecessary ID. We may ask for proportionate missing information. Knowingly material misrepresentations in a US copyright notice or counter-notice may create liability under law.

4 Review removal and repeated infringement

We review sufficiently specific complaints promptly, may restrict material while investigating, and remove or disable access where appropriate or required. We may notify the uploader and forward necessary notice information, subject to privacy and safety requirements. We may remove material for a policy or privacy violation even when a copyright dispute is unresolved. We maintain a policy for terminating repeat infringers in appropriate circumstances and may restrict other serious infringements. Nothing promises automatic acceptance of a complaint or immunity for Helix.

This is a general complaints contact. A statutory US DMCA designated-agent registration and an exact registered agent listing must be maintained separately if Helix seeks that safe-harbour protection; this policy does not represent that a registration has been completed. Where a verified statutory agent listing is published, use that contact for formal US notices. Sending a rights complaint to the general contact still enables review under this policy.

5 US counter-notifications and other appeals

If material was disabled for alleged US copyright infringement and you believe this resulted from mistake or misidentification, send a counter-notification identifying the removed material and its former location, your physical/electronic signature, name, address and telephone number, a statement under penalty of perjury of your good-faith belief in mistake or misidentification, and consent to the jurisdiction of the US Federal District Court for the district of your address, or if outside the United States, a district in which Helix may be found, together with acceptance of service from the complainant or its agent.

We may forward a valid counter-notification to the complainant. Where the statutory process applies, restoration follows the legally prescribed period, ordinarily not less than 10 nor more than 14 business days after receipt, unless the complainant gives notice of a filed court action seeking to restrain the allegedly infringing activity. Independent legal, privacy, consent or safety grounds may still justify restriction. Do not use a copyright counter-notice to override a person's sensitive-data or image rights. Other complaints and appeals may be sent to the same contact under Community Information and Moderation; local court and regulator rights remain.

6 Requests to use Helix assets

Identify the proposed asset, use, audience, distribution, alteration and duration. Permission must be explicit; silence is not consent. A licence to use an app does not license its source code, data or branding. Use any agreed attribution accurately without a registered symbol or patent number that has not been confirmed. Report suspected impersonation, copied branding or fraudulent Helix websites to the legal contact. These rules do not restrict lawful independent reviews, accessibility rights, protected disclosures or mandatory interoperability exceptions.

7 Attribution for authorised brand use

Where written permission requires attribution, use the exact approved Helix name or logo and the notice specified in that permission. Use a registered-trademark symbol only for a registration that is actually confirmed and applicable; otherwise do not imply registration. Copyright attribution must identify the actual rights holder and publication year rather than a fabricated date. Do not adopt another app's slogans, trademark lists, patent numbers or logos as Helix assets. Lawful descriptive references and protected criticism remain permitted.

8 Optional assistance with misuse outside Helix

If your material appears to have been copied from Helix without permission, you may request assistance. Before acting in your name, we require express, sufficiently specific authority identifying the material, rights, recipient and permitted steps; we may decline or request clarification. You remain free to contact the host, rights holder or your adviser directly. Helix does not acquire ownership, a perpetual licence or general power to settle claims by accepting a request. Any notice must have a proper factual and legal basis, including consideration of applicable exceptions. Helix's own complaints and removal duties remain separate.

Part 10. Accessibility Statement

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 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.

Part 11. Modern Slavery and Anti Trafficking Policy

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 Purpose scope and status

Helix prohibits slavery, forced or compulsory labour, debt bondage, child exploitation, human trafficking and reproductive or sexual coercion in its services, business relationships and work arrangements. This policy applies to users, employees, contractors and providers in their dealings with Helix. It is a current conduct and reporting policy, not a retrospective annual statutory statement, independent audit or representation of board approval of a financial-year report.

Helix operates an adult dating and family-discovery technology service with donor information, AI features and fertility-expense discussions. It does not itself collect/store reproductive material, carry out clinical procedures, arrange a child's transfer or hold reimbursement money under the current service. Those limitations do not remove duties concerning exploitation enabled through the platform.

2 Prohibited conduct

No recruitment, transport, accommodation, provision or control of a person through coercion, threats, deception or abuse of vulnerability is allowed for exploitation. Do not retain identity documents, restrict movement, impose recruitment debts, threaten immigration consequences, withhold earned pay or demand sexual, reproductive or clinical participation to discharge an obligation. No child labour, commercial sexual exploitation or child sexual abuse material is permitted.

Consent obtained through pressure, false promises, dependence or threats is not a substitute for freely given lawful consent. No payment or expense arrangement may compel sex, donation, a procedure, pregnancy continuation, marriage or relinquishment of parental rights. Inflated costs, forced travel, fabricated receipts, intermediaries, gifts or digital assets must not disguise an unlawful purchase, referral fee, trafficking or compensation scheme. A donor's poverty or stated willingness does not make an otherwise prohibited transaction lawful.

3 People recruitment and suppliers

Helix's standard for its own working arrangements is lawful voluntary work, fair treatment, freedom to leave under lawful notice rules, legally required pay and safe conditions, without unlawful recruitment fees, document retention or threats. Contractors and suppliers are expected to apply equivalent legal safeguards and to disclose material concerns affecting Helix work. Workers must have an appropriate route to raise concerns without retaliation.

Supplier and source selection must consider the nature of work, recruitment channels, subcontracting, geographic exposure and access to vulnerable people or sensitive data. Proportionate due diligence, contractual prohibitions, cooperation with investigations and remediation or termination are the policy requirements. No supplier audit, workforce statistic, risk rating, completed training or existing signed contractual term is claimed merely by this policy. Suppliers remain responsible for their actual legal obligations.

4 Platform risk response

The Community and Safety Standards prohibit coercion, exploitation, scams, prohibited payments and misuse of donor data. Helix may restrict suspicious content, accounts or source access, seek proportionate evidence, preserve legally required records and make necessary lawful authority reports. Permission to display a donor record does not establish consent to travel, donate or undertake treatment. Independent source/clinical verification remains necessary. No moderation process guarantees detection or safe conduct.

We give particular attention to credible indicators of threats, identity-document control, debt-linked treatment, forced travel, underage participation, intermediaries exercising control, repeated false expense claims and conditional payments. Where safe and appropriate, a response considers the affected person's welfare, privacy and ability to obtain independent help. We do not ask a user to conduct a criminal investigation or confront a suspected trafficker.

5 Reporting non retaliation and cooperation

Use in-app reporting or email Legal@helixmatchglobal.com with the subject Exploitation Concern. A worker, contractor, supplier, donor or other affected person may report without holding a Helix account. Provide only a safe contact, relevant location/identifier and facts needed for assessment. Do not send suspected child sexual abuse material, passwords or unnecessary medical records. Seek local emergency help for immediate danger.

Good-faith concerns and lawful cooperation are protected from retaliation. Information is handled on a need-to-know basis with legal and safety safeguards; absolute anonymity or confidentiality cannot be guaranteed where action or disclosure is legally required. We assess credible concerns, take proportionate action and cooperate with competent authorities under a valid legal basis. Knowingly abusive or fabricated reports may be addressed without penalising genuine mistakes or protected disclosures.

6 Governance review and statutory reporting

Company management is responsible for implementing this policy, assigning appropriate oversight, communicating expectations, supporting proportionate training and reviewing risks and responses. Significant incidents should inform improvements. Evaluation should consider actual supplier reviews, reporting response, remediation and training evidence without publishing invented performance measures or confidential victim details.

If the company falls within a statutory annual modern-slavery reporting regime, the required report must address the applicable financial year, covered entities, operations/supply chains, risks, actions and effectiveness and receive the legally required approval and signature before publication. This policy is not that approved report and does not assert that a reporting threshold has been met. Contact Helix for relevant current information. Breach can lead to lawful employment, supplier or account action, subject to mandatory rights and an appropriate review process.

Part 12. Legal Centre and Policy Guide

Helix Match Global Inc. operates HelixMatchGlobal.com and the Helix app. Legal, privacy, safety, accessibility and billing contact: Legal@helixmatchglobal.com. Postal address: 254 Chapman Rd., Ste 209, Newark, DE 19702, United States. This guide organises our public policies; the full applicable document and mandatory law govern each subject.

Service contract and purchases

Terms of Service explains adult eligibility, account rules, dating and family discovery, medical and AI limits, content rights, subscriptions, responsibility, complaints and US-only arbitration with opt-out and statutory exceptions. Refund and Cancellation Policy explains trials, renewal, Apple/Google purchase management, restoration, refunds and separation of account deletion from subscription cancellation. Regional Consumer Notices contains withdrawal information, model forms, New York dating notices, state benefits and protected local remedies.

Privacy and your choices

Privacy Policy explains categories, sources, purposes, sensitive information, providers, AWS regions, Firebase, transfers, retention, security and rights. Cookie and Similar Technologies Policy covers necessary and optional device technologies and choices. Privacy Information and Visibility Schedule explains the intended audience for each feature. Consumer Health Data Privacy Notice contains additional health-data information and Washington/Nevada rights. California Notice at Collection and US Privacy Rights explains category-specific disclosures, sensitive-data choices, access, correction, deletion, opt-outs and appeals. Account and Data Deletion Notice provides both in-app and outside-app request instructions.

Fertility donor and AI features

Future Family and Genetic Information Notice and Consent Choices explains informational carrier comparisons, speculative AI illustrations and separate processing, participation and sharing choices. Donor Listings and Discovery Terms distinguishes bank/source records from member listings and requires donor permissions and source rights. Helix Helper Fertility Expense Discussion Terms limits the feature to lawful expense discussion, prohibits coercion and prohibited consideration and explains the current absence of Helix payment handling or commission. A donor permission form records separately agreed rights; completed forms are private records, not public profile documents.

Community safety and company policies

Community and Safety Standards states conduct, adult access, child safety, filtering/reporting/blocking, prohibited content and appeals. Safety Tips provides online, financial, in-person, consent and fertility precautions. Community Information and Moderation explains notices, review, decision reasons, appeals, recommendation information and regional remedies. Intellectual Property and Complaints Policy covers asset use, copyright/trademark/data rights notices, counter-notifications and repeat infringement. Accessibility Statement describes the accessibility objective, alternative formats, feedback and review route. Modern Slavery and Anti Trafficking Policy prohibits exploitation in services, working arrangements and business relationships; it is not a completed financial-year statutory report.

Main service boundaries

Helix helps eligible adults discover people and information. It does not promise marriage, a response, an introduction count, conception, pregnancy, a healthy child, particular traits, anonymity, reimbursement or clinical suitability. It does not itself act as a clinic, laboratory, specimen custodian or donor bank under the current discovery service. Independent providers and participants need their own lawful arrangements. A generated image is hypothetical; a comparison or badge is limited to the stated input/check.

Independent permissions and protected rights

An active profile, match or Premium payment does not grant every sensitive-data, donor-image, AI or sharing permission. Current image generation is in-house and no personal-input model training is authorised; a future proposal needs its own disclosure and required optional consent. You may exercise applicable privacy rights and withdraw optional consent through relevant controls or the legal contact. Deletion can be requested inside and outside the app. Statutory rights take priority over recovery windows, general licences, liability limits and purchase conditions. This guide is not a waiver or a substitute for informed consent.

Consolidated website sections

The public content is organised into eight directly accessible website pages: Terms of Service; Privacy Policy; Cookie Policy; Consumer Health Data Privacy Notice; Account and Data Deletion; Community Guidelines and Child Safety Standards; AI and Genetic Information Notice and Consent; and Support and Safety. Terms retain the refund, donor, expense, regional, intellectual-property, accessibility and anti-trafficking schedules. Privacy retains the visibility, health, deletion and California/US privacy schedules. The private donor permission form and internal administration guides remain separate. Feature consents and transaction-specific notices must also be presented where required.