

TERMS & CONDITIONS

Effective Date: 5 May 2026

Welcome to Lucis. Our mission is to make longevity accessible and affordable for everyone. These Terms & Conditions ("**Terms**") contain important information about your use of our Services and Products, including all materials, data, information, and content available through them. Please read these Terms carefully before accessing our Services or Products.

1. Definitions

- a. "**Laboratory**" or "**Laboratories**" means third-party laboratories duly accredited under applicable regulations that partner with Lucis and are selected by the User through the Platform. Laboratories are solely responsible for performing medical biology acts.
- b. "**Lucis**," the "**Company**", "**us**", "**our**", and "**we**" refers to Lucis, a company registered in France.
- c. "**Lucis Content**" refers to any and all data, information, content, material, and other intellectual property made available by Lucis, notably through our Platform and Services in various formats, including but not limited to code, data, text, images, multimedia content, designs, graphics, illustrations, photographs, features, functionalities, and software applications, but specifically excluding Personal Data and User Content.
- d. "**Party**" means each of you and Lucis. Collectively, you and Lucis are the "**Parties**."
- e. "**Personal Data**" refers to data relating to an identified or identifiable natural person as defined under the General Data Protection Regulation ("**GDPR**") and other applicable privacy laws.
- f. "**Platform**" online Platform operated by Lucis and dedicated to promoting well-being and preventive health.
- g. "**Products**" refer to any and all products offered for sale and/or use in connection with our Services available through our marketplace.

- h. **"Services"** refer to the services offered by Lucis to the Users through the Platform. Our Services include, without limitation: (a) facilitating convenient access to third-party Laboratory services, (b) providing informational content relating to preventive health, wellness, fitness, diet, and lifestyle, (c) offering preventive health and well-being insights and recommendations, including AI-powered insights developed in consultation with external healthcare professionals to ensure scientific accuracy (these insights are for general informational purposes only and do not constitute medical advice, diagnosis, or treatment), (d) providing facilitated access to third-party partner services that may complement preventive health and well-being .
- i. **"User Content"** refers to any text, photos, graphics, images, video, audio, multimedia, and other materials you create, modify, post, provide, upload, send, and/or share in connection with our Services.
- j. **"You"**, **"your"**, **"yourself"**, and **"User"** refer to you as an individual, plus any entity, individual, and/or organization on whose behalf you are acting in connection with our Services.
- k. **"Products"** refer to any and all products offered for sale and/or use in connection with our Services, available through our marketplace.

2. Scope of the Services

In order to access our Services, you acknowledge and agree to the following:

- a. Lucis DOES NOT PROVIDE ANY MEDICAL DIAGNOSIS, MEDICAL TREATMENT, HEALTH OR SOCIAL CARE SERVICE, PRESCRIPTION OR ANY FORM OF MEDICAL OPINION THROUGH OUR SERVICES, OUR PLATFORM OR OTHERWISE. All Lucis Content is strictly for general information purposes.
- b. Our Services, including our AI-powered features, are not a substitute for qualified medical care, qualified medical advice, and/or a detailed discussion with your own qualified healthcare professional. Lucis strongly recommends that you seek the advice of your own

qualified healthcare professional to assist you in making decisions regarding any diagnosis, treatment, course, and/or care – including in relation to any data and/or information we provide – and you agree to follow this recommendation.

- c. You undertake that you will not delay seeking care or otherwise ignore the advice or direction of a qualified medical professional based on your use of our Services or those of our partners. If you are concerned that you may be experiencing a medical emergency, please dial the appropriate emergency services number for your location immediately.
- d. As part of the Services, Lucis may facilitate access to accredited Laboratories, telemedicine providers, and duly qualified healthcare professionals. These third parties are exclusively responsible for performing any medical acts and providing any health or social care services, in compliance with applicable laws and regulations, including the principle of patient's freedom of choice.
- e. PRODUCTS AVAILABLE THROUGH OUR MARKETPLACE ARE NOT DRUGS, MEDICAL DEVICES, HEALTH OR SOCIAL CARE SERVICES OR OTHER HEALTH PRODUCTS. RECOMMENDATIONS FOR THEIR USE SHOULD NOT BE TAKEN AS MEDICAL RECOMMENDATIONS.
- f. Lucis does not collect, store, analyze, or retain any biological samples during the course of providing our Services. Please consult the terms and conditions of your selected Laboratory for more information regarding the collection, storage, analysis, and retention of any sample you provide to such Laboratory.

3. Eligibility for using our Services

- a. Eligibility. By accessing our Services, you represent that you are competent to agree to our Terms and are in possession of the full rights and/or authorization to: (a) consent to our Terms, (b) acknowledge that you have read our Privacy Policy, (c) agree to and pay for any purchase made by you, (d) authorize all rights and licenses herein granted to Lucis and assume all responsibilities, liabilities, and obligations herein required of you, and (e) consent, when needed be to the processing of your Personal Data where applicable, submit any Personal Data and other

information related solely to you, as required for the provision of our Services. You must be eighteen (18) years of age to make use of Lucis's Services.

b. Non-Eligibility. We reserve the right to terminate your use of and access to our Services – and cancel any purchase thereunder – if you do not fulfil the eligibility criteria set out above or if you commit any other material breach of our Terms or any other agreement between you and Lucis.

4. Limited license to use our Services

a. As long as you remain eligible, you are granted a limited, non-exclusive, non-assignable, non-transferable, non-sublicensable, non-delegable, and fully revocable licence to access Lucis Platform and make use of our Services for personal, non-commercial use in accordance with these Terms. Lucis reserves the right to suspend, limit, or revoke this licence, for any reason, with or without warning or notice, in our sole discretion.

b. You are allowed to create a single account on Lucis Platform for yourself, as an individual eighteen (18) years of age or older, in order to make use of our Services (an "**Account**"). You acknowledge that, in order to create an Account, you will have to provide certain Personal Data, including, for instance, your email address, name, and age to Lucis (see our Privacy Policy).

c. You acknowledge and accept that Lucis will attribute all actions and usage of your Account to you. To the fullest extent permitted by applicable law, you are solely responsible for the security of your password, Account information, and any Personal Data thereto connected.

d. You may elect to deactivate your account with Lucis, cease using our Services, delete your account, and/or terminate your agreement to these Terms at any time by sending an email to legal@lucis.life.

5. Use of AI-powered features

a. You are informed that our AI-powered features generate preliminary automated insights, which are then reviewed by duly qualified healthcare professionals solely to verify their scientific consistency before being made available to you. This review is non-clinical in

nature and does not constitute a health service, medical advice, diagnosis, or treatment. YOU ACKNOWLEDGE AND AGREE THAT OUR AI FEATURES ARE AI-BASED TOOLS AND DO NOT REPLACE HUMAN INTERACTION AND PROFESSIONAL MEDICAL ADVICE. THEY ARE INTENDED ONLY TO PROVIDE GENERAL HEALTH AND WELL-BEING INSIGHTS. YOU FURTHER ACKNOWLEDGE AND AGREE THAT LUCIS DOES NOT GUARANTEE THAT ANY RESPONSES WILL BE HELPFUL OR ACCURATE. AI-GENERATED CONTENT MAY BE INCORRECT OR INCOMPLETE.

YOU UNDERSTAND THAT THESE FEATURES ARE PROVIDED AS A TOOL AND RESOURCE ONLY AND ARE INTENDED TO SUPPORT — NOT REPLACE — YOUR OWN JUDGMENT AND ANY CONSULTATION WITH A PHYSICIAN OR OTHER QUALIFIED HEALTHCARE PROVIDER. YOU AGREE NOT TO RELY ON AI OUTPUTS FOR ANY MEDICAL OR HEALTH-RELATED DECISION, INCLUDING DIAGNOSIS, TREATMENT CHOICES, OR EMERGENCY ASSESSMENT.

- b. You represent to us that you are not using our AI features for the purpose of obtaining a medical diagnosis or medical advice. Additionally, as a condition of use, you agree not to (and shall not permit any third party to) make available any User Content or take any action using our AI features that: (a) may constitute, contribute to, or encourage a crime, illegal activity, or a violation or infringement of any third party's rights; (b) is unlawful, harmful, threatening, abusive, harassing, inflammatory, defamatory, libelous, discriminatory, deceptive, fraudulent, invasive of another's privacy, or otherwise objectionable; (c) contains adult content, obscene content, or graphic violence; (d) may create a risk of harm, physical or mental injury, emotional distress, death, disability, disfigurement, or any other loss or damage to you or any other person; or (e) you do not have the right to make available.

6. User representations, warranties, & obligations

- a. You undertake that you shall not sell, rent, lease, barter, recreate, reproduce, copy, modify, create derivative works from, license, sublicense, distribute, publish, republish, perform, transmit, transfer, display, distribute, exhibit, exploit, and/or make commercial use of our Services, or any aspect thereof (including without limitation the Lucis Content), without the prior

express written consent of Lucis and/or our applicable third-party licensor and/or provider if applicable. This clause does not prevent you from making such copies or reproductions as are technically necessary for your personal use of the Services or as permitted under applicable consumer and copyright laws.

b. You undertake that you shall not directly or indirectly resell or export any aspect of our Services or any of our Products – including without limitation our facilitation of access to third-party laboratory services, any test results, and any personalized materials, and any Lucis Content resulting therefrom and/or relating thereto.

c. You represent and warrant that you are neither an employer seeking information regarding an employee, nor a person acting on behalf and/or in furtherance of an insurance company seeking information about a prospective or actual customer.

7. Reasonable and fair access and use of our Services

a. Lucis' rules for access and use of our Services should be easy to follow. Nonetheless, here are a few key points to help you along the path:

- I. Treat Lucis, our partners, affiliated service providers, and our community members kindly and respectfully.
- II. All information you provide must be complete, accurate, and up-to-date. Promptly update any information that becomes inaccurate or incomplete.
- III. Do not attempt to disrupt our technology or misappropriate our intellectual property.
- IV. Follow the law at all times in connection with our Services and Products.

b. You promise that, in the course of using our Services, you shall not introduce and/or circulate malicious content, code, files, or programs, attempt to gain unauthorized access to any part of the Platform or any Lucis content, or otherwise engage in malicious conduct. Among other things, you acknowledge and agree that you are not permitted to engage in phishing, harvesting, spamming, or the introduction or circulation of viruses, spyware, worms, Trojan Horses, or any

other form of solicitation that adversely impacts one or more other user's ability to use and/or enjoy our Services.

8. Lucis' rights

a. We may update or modify the Services from time to time: (i) to reflect changes in relevant laws and regulatory requirements; (ii) to implement minor technical adjustments and improvements (for example, to address a security threat); (iii) to reflect the change in availability to us of one or more of the Services. If we make material changes to the Services or these Terms, we will provide you with prior notice. If you do not agree to these material changes, you may terminate these Terms and close your account before the changes take effect.

b. To the fullest extent permitted by applicable law, all Lucis Content – and all copyright, trademark rights, service mark rights, patent rights, and other intellectual property rights and proprietary rights arising out of, relating to, and/or appearing in connection with the Lucis Content – are owned by us and/or one or more of our third-party licensors or other providers and are protected by the intellectual property laws of France, the European Union, and other countries.

c. Subject to the conditions set forth in these Terms (including but not limited to our Privacy Policy), you hereby acknowledge Lucis's right to use User Content you provide for the purposes of delivering our Services to you and improving such Service to your benefit. You further agree that you waive any moral rights – including, but not limited to, the rights of attribution – in connection with any content and any data and information arising out of and/or relating to your use of our Services; provided, Lucis reserves the right to attribute your User Content to you in our sole discretion, at any time, for any reason.

9. Privacy and Data Protection

a. Lucis's Privacy Policy can be found on [our website](#). We urge you to carefully review our Privacy Policy, as it directly impacts how Lucis handles your Personal Data.

b. You have rights regarding your Personal Data. For more information on the exercising rights please refer to our Privacy Policy.

c. We have the following list of hosts & subcontractors, the data remains within Europe. The activities are defined per the Article R.1111-9 of the French Public Health Code.

Actor	Role	HDS	SecNumCloud 3.2	Activities	Access from outside EEA (EXI 29)	Third-country legislation risk (EXI 30)
Lucis SAS	Host	Pending	No	4, 5, 6	No	No
Amazon Web Services EMEA SARL	Subcontractor	Yes	No	1, 2, 3	No	Yes (US)
Google Cloud EMEA Limited	Subcontractor	Yes	No	3	No	Yes (US)
Intercom Inc	Subcontractor	Yes	No	1, 2, 3, 4, 6	No	Yes (US)

All subcontractors are contractually bound to ensure a level of protection equivalent to the obligations incumbent upon the Host, in compliance with Article 28.4 of the GDPR.

Current subcontractor list: compliance.lucis.life/subprocessors

10. Additional User Obligations

a. YOU ACKNOWLEDGE AND AGREE THAT, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, YOU ASSUME ALL RISK, LIABILITY, AND RESPONSIBILITY

FOR DETERMINING THE EXTENT TO WHICH OUR SERVICES AND ANY THIRD-PARTY OFFERINGS AVAILABLE THROUGH OUR SERVICES ARE APPROPRIATE, VIABLE, AND SAFE FOR YOUR USE AND SUITABLE FOR YOUR PARTICULAR NEEDS AND SUFFICIENT FOR YOUR EXPECTATIONS TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW.

b. YOU ACKNOWLEDGE AND AGREE THAT, TO THE FULLEST EXTENT LEGALLY ALLOWED, YOU ASSUME ALL RISK, LIABILITY, AND RESPONSIBILITY FOR YOUR OWN ACTS AND OMISSIONS IN CONNECTION WITH OUR SERVICES; THIS INCLUDES, WITHOUT LIMITATION, YOUR ACTS AND OMISSIONS IN CONNECTION WITH: (i) YOUR SCHEDULING AND RECEIPT OF SAMPLE COLLECTION SERVICES; (ii) YOUR USE OF ANY TEST RESULTS; (iii) ANY THIRD-PARTY MEDICAL ADVICE AND/OR CARE; AND (iv) THE PURCHASE AND/OR USE OF ANY PRODUCT TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW.

c. You represent that you have carefully assessed whether our Services and Products and any third-party Offerings facilitated through our Services are appropriate, viable, and safe for your use, given your particular needs and sufficient for your expectations – and you promise that you will continue to do so to the extent you make use of additional Services or Products and/or related third-party offerings.

d. The foregoing provisions do not affect any of your rights under applicable law, including that:

i) Any Services must be provided with reasonable skill and care.

ii) Any Products must be of satisfactory quality, fit for purpose, and as described. Where the Product is sold to you by a third party through the Platform, your remedy will be against that third party seller.

Further information about your rights can be found online.

In the UK, you can refer to <https://www.citizensadvice.org.uk/consumer/>

11. Purchase Terms

a. Purchase. By subscribing to our Services through Lucis Platform, you hereby authorize Lucis to process your payment immediately upon finalizing your purchase. You acknowledge and agree that:

i) Lucis has the right to charge your designated payment method in full for all applicable fees, including subscription charges, taxes, surcharges, and any other associated costs at the time of purchase or renewal via its payment processors.

ii) Unless canceled prior to the renewal date, your subscription may automatically renew at the then-current rate, and you authorize us to charge your payment method accordingly.

iii) To facilitate your purchase and the provision of our Services, you are informed that Lucis will share your personal and payment information with its payment processors, and third-party service providers.

b. Return & Refund Policy. Lucis intends to be fair and reasonable in allowing you to cancel your purchase for Services and/or Products. Please refer to our specific return and refund policies provided at the time of purchase.

12. Limitation of Liability

a. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, YOU AGREE THAT Lucis SHALL BE NOT LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSSES THAT WERE NOT REASONABLY FORESEEABLE TO US OR THAT YOU EXPRESSLY WARNED US ABOUT AND WE ACCEPTED.

c. THIS LIMITATION OF LIABILITY SHALL NOT APPLY TO ANY MATTERS ARISING OUT OF AND/OR RELATING TO THE GROSS NEGLIGENCE, WILLFUL MISCONDUCT, FRAUD OR FRAUDULENT MISREPRESENTATION OF LUCIS, OR TO DEATH OR PERSONAL INJURY CAUSED BY LUCIS. F

d. Lucis is not responsible for, and does not assume any liability arising from, any services provided directly to you by third-party providers, including telemedicine providers, Laboratories,

and healthcare professionals, although access to such third-party services may have been facilitated by Lucis or its Platform. For the avoidance of doubt, Lucis shall not be responsible for any incorrect, inaccurate, or incomplete AI-generated insights where such inaccuracies result from erroneous, incomplete, delayed, or otherwise defective data provided by such third parties.

13. Disclaimers and Waivers

TO THE MAXIMUM EXTENT ALLOWED UNDER APPLICABLE LAW, YOU HEREBY AGREE TO THE FOLLOWING DISCLAIMERS AND WAIVERS:

a. Lucis DOES NOT PROVIDE ANY WARRANTIES WITH RESPECT TO ANY SERVICES OR PRODUCTS, OR ANY ASPECT THEREOF, OTHER THAN THOSE AVAILABLE TO YOU UNDER APPLICABLE LAW (INCLUDING THOSE STATED IN SECTION 10(d) ABOVE), OR EXPRESSLY STATED IN THESE TERMS. ALL SERVICES AND PRODUCTS AND ASPECTS AND FEATURES THEREOF ARE PROVIDED "AS IS," "WITH ALL FAULTS", AND "AS AVAILABLE" BASIS, WITHOUT ANY WARRANTY OF ANY KIND, EXPRESS OR IMPLIED (E.G. WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, OPERABILITY, CONDITION, ACCURACY, AND VALUE).

b. Lucis DOES NOT OFFER A MEDICAL DIAGNOSIS, MEDICAL TREATMENT, OR ANY FORM OF MEDICAL OPINION THROUGH OUR SERVICES OR OTHERWISE. All material, information, data, and content that Lucis provides through our Services, including through our AI-powered tools, is strictly for general information purposes.

c. Lucis USES CERTAIN SAFEGUARDS TO REASONABLY PROTECT THE SECURITY AND INTEGRITY OF YOUR PERSONAL DATA. NONETHELESS, YOU ACKNOWLEDGE AND ACCEPT THAT – EVEN WITH THE MOST ROBUST SECURITY POLICIES AND PRACTICES – Lucis CANNOT GUARANTEE OR PROMISE THAT SUCH INFORMATION WILL BE 100% SAFE FROM UNAUTHORIZED ACCESS AND/OR USE.

14. Governing Law and Jurisdiction

a. Choice of Law. Any dispute arising out of or relating to Lucis, our Services, our Products, a transaction in connection with one or more Products and/or Services, one or more of third-party offerings arising out of and/or relating to our Services and/or Products, and/or the Terms will be construed and governed in accordance with the laws of France, without regard to its conflict of laws principles.

b. Venue and Jurisdiction. All disputes must be litigated either in the courts of Paris, France or, if you are acting as a consumer, in your local courts.

c. Alternative Dispute Resolution. Before initiating any legal action, the Parties agree to attempt in good faith to resolve any dispute through amicable negotiation. If the dispute cannot be resolved through amicable negotiation, the Parties may, if they both agree, try to resolve the dispute through mediation with the assistance of a neutral third-party mediator.

15. General Provisions

a. These Terms constitute the entire agreement between You and Lucis with respect to our Services and/or Products and supersede all prior and/or contemporaneous agreements between you and Lucis, whether oral or written, arising out of and/or relating to our Services and/or Products.

b. If any of the Terms herein – or any portion(s) of any terms or conditions – are held unenforceable, the impact of that unenforceability will be construed as narrowly as possible to the extent permitted by applicable law and it does not invalidate or render unenforceable such term or provision in any other jurisdiction; moreover, the remainder of these Terms – and all other portions thereof – shall nevertheless remain in full force and effect to the extent legally permissible.

c. Lucis may transfer its rights and obligations under these Terms to any other party on notice to you. This will not affect your accrued rights and liabilities under these Terms.

d. These Terms are exclusively between Lucis and you and no third party has any rights under these Terms.

e. Any delay in enforcing our rights under these Terms does not constitute an implied waiver of those rights.

f. For any questions regarding these Terms or our Services, please contact us at:

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