

# OncoCare.io Terms of Service

*Last updated: April 20, 2026*

These Terms of Service ("Terms") are a legally binding agreement between you and OncoCare.io ("OncoCare," "we," "us," or "our") governing your access to and use of the OncoCare.io website, Bloom application, and any related products, applications, content, tools, communications, and services (collectively, the "Services"). By accessing or using the Services, you agree to these Terms. If you do not agree, do not access or use the Services. [web:52][web:58]

## Eligibility and Account Registration

You must be at least 18 years old, or the age of majority in your jurisdiction, to create an account for yourself unless a parent, legal guardian, caregiver, or authorized representative is acting on your behalf as permitted by applicable law. If you use the Services on behalf of another person, you represent that you have authority to do so and that you will comply with these Terms on their behalf. [web:58][web:64]

You agree to provide accurate, current, and complete registration information and to keep it updated. You are responsible for maintaining the confidentiality of your account credentials and for all activity that occurs under your account.

## Nature of the Services

OncoCare.io provides digital support tools for people affected by cancer and chronic illness, including tools for symptom tracking, medication and appointment organization, journaling, caregiver collaboration, education, and related engagement features. The Services may also include analytics, reminders, and AI-supported insights intended to help users organize information and communicate more effectively with caregivers and care teams. [web:37]

Unless expressly stated otherwise in a separate written agreement, OncoCare.io does not itself provide medical care, medical diagnosis, treatment, nursing services, or emergency response services. The Services are informational and organizational tools and are not a substitute for a physician, nurse, licensed clinician, or other qualified health professional. [web:58][web:64]

## No Emergency Use

Do not use the Services for medical emergencies. If you believe you may have a medical emergency, call 911, contact your physician, or go to the nearest emergency room immediately. Digital messages, app entries, and notifications may not be reviewed in real time and should not be relied on for urgent or emergency needs. [web:58][web:64]

## Health Information and Consent

By using the Services, you acknowledge that you may choose to submit health-related information, including symptoms, medications, diagnoses, care plans, appointments, journal entries, caregiver details, and other sensitive information. You represent that you have the right to provide any information you submit and, where applicable, that you have obtained any consent needed from another person whose information you enter into the Services.

If [OncoCare.io](#) offers integrations or data exchange features, including with healthcare providers, caregivers, health plans, or government-related health data sources, you authorize [OncoCare.io](#) to access, use, and disclose the data you expressly choose to connect or share in accordance with your instructions, our Privacy Policy, and applicable law. [web:58] [web:64]

## Privacy Policy

Your use of the Services is also subject to the [OncoCare.io Privacy Policy](#), which describes how we collect, use, disclose, retain, and protect your information. If there is a conflict between these Terms and the Privacy Policy regarding privacy practices, the Privacy Policy will control as to those privacy practices. [web:58]

## Acceptable Use

You agree that you will not:

- Use the Services in violation of law, regulation, or the rights of others.
- Upload false, misleading, defamatory, infringing, or unlawful content.
- Attempt to interfere with, disrupt, probe, scan, or gain unauthorized access to the Services, systems, or accounts.
- Reverse engineer, decompile, scrape, copy, frame, distribute, or create derivative works from the Services except as expressly permitted by law.
- Use the Services to send spam, malware, or unauthorized marketing communications.
- Misrepresent your identity or your authority to act for another person. [web:57] [web:60]

We may suspend or terminate access to the Services if we believe a user has violated these Terms, created risk, or used the Services in an unlawful or harmful way. [web:57] [web:63]

## User Content

You retain ownership of content and information you submit to the Services ("User Content"), subject to the rights you grant in these Terms. By submitting User Content, you grant [OncoCare.io](#) a non-exclusive, worldwide, royalty-free license to host, use, reproduce, process, transmit, and display that content solely as needed to operate, improve, secure, and provide the Services and as otherwise described in the Privacy Policy.

You represent and warrant that you own or control the necessary rights to the User Content you submit and that your User Content does not violate law or the rights of any third party.

## AI and Automated Features

OncoCare.io may use artificial intelligence, machine learning, rules engines, and other automated tools to support symptom trend analysis, educational recommendations, care coordination workflows, prioritization, summarization, or similar features. These outputs may be incomplete or inaccurate and should be reviewed critically. AI-generated content is provided for support and informational purposes only and is not medical advice, diagnosis, or treatment. [web:53][web:37]

Users remain responsible for decisions they make based on information from the Services, and clinical decisions should be made with qualified healthcare professionals.

## Third-Party Services and Links

The Services may link to or integrate with third-party websites, products, platforms, applications, payment processors, analytics providers, messaging tools, provider systems, app stores, or external data sources. OncoCare.io does not control and is not responsible for third-party services, content, terms, availability, or privacy practices. Your use of third-party services may be governed by separate agreements with those third parties. [web:58][web:64]

## Fees, Billing, and Subscription Terms

Some Services may be offered for a fee, by subscription, through an employer or provider sponsor, or under a separate enterprise agreement. If you purchase a paid Service, you agree to pay all fees and applicable taxes disclosed at the time of purchase. Unless otherwise stated at purchase, subscriptions may renew automatically until canceled. [web:57][web:53]

You authorize OncoCare.io and its payment processors to charge your selected payment method for recurring and one-time charges you approve. If a payment fails, we may suspend access to paid features until payment is completed.

## Intellectual Property

The Services, including software, text, graphics, branding, interfaces, logos, designs, and other materials provided by OncoCare.io, are owned by or licensed to OncoCare.io and are protected by intellectual property and other laws. Except for the limited right to use the Services in accordance with these Terms, no right, title, or interest is transferred to you. [web:57][web:60]

OncoCare.io grants you a limited, non-exclusive, non-transferable, revocable license to access and use the Services for their intended purpose in compliance with these Terms.

## Disclaimers

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, QUIET ENJOYMENT, ACCURACY, OR RELIABILITY. ONCOCARE.IO DOES NOT WARRANT THAT THE SERVICES

WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR FREE OF HARMFUL COMPONENTS, OR THAT ANY CONTENT, ALERT, INSIGHT, OR RECOMMENDATION WILL BE COMPLETE, ACCURATE, OR SUFFICIENT FOR YOUR NEEDS. [web:57][web:61]

## Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, ONCOCARE.IO AND ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, CONTRACTORS, LICENSORS, AND SERVICE PROVIDERS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR FOR ANY LOSS OF PROFITS, REVENUE, DATA, GOODWILL, OR BUSINESS INTERRUPTION, ARISING OUT OF OR RELATED TO YOUR USE OF OR INABILITY TO USE THE SERVICES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. [web:57][web:61]

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE TOTAL LIABILITY OF ONCOCARE.IO FOR ALL CLAIMS ARISING OUT OF OR RELATING TO THE SERVICES OR THESE TERMS WILL NOT EXCEED THE GREATER OF: (A) THE AMOUNT YOU PAID TO ONCOCARE.IO FOR THE APPLICABLE SERVICE IN THE TWELVE MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM; OR (B) ONE HUNDRED U.S. DOLLARS (\$100).

Some jurisdictions do not allow certain warranty disclaimers or liability limitations, so some portions of this section may not apply to you.

## Indemnification

You agree to defend, indemnify, and hold harmless OncoCare.io and its affiliates, officers, directors, employees, contractors, licensors, and service providers from and against claims, liabilities, damages, judgments, losses, costs, and expenses, including reasonable attorneys' fees, arising out of or related to: (a) your use of the Services; (b) your User Content; (c) your violation of these Terms; (d) your violation of law; or (e) your violation of the rights of a third party. [web:53][web:57]

## Suspension and Termination

OncoCare.io may suspend, restrict, or terminate your access to all or part of the Services at any time, with or without notice, if we believe you have violated these Terms, created legal or security risk, or if required for operational, legal, or business reasons. You may stop using the Services at any time and may request account closure subject to our Privacy Policy and any legal or contractual retention obligations.

Sections of these Terms that by their nature should survive termination will survive, including provisions relating to intellectual property, disclaimers, limitation of liability, indemnification, dispute resolution, and governing law.

## Changes to the Services and Terms

OncoCare.io may modify, suspend, or discontinue any part of the Services at any time. We may also update these Terms from time to time. If we make material changes, we will post the updated Terms and revise the "Last updated" date and may provide additional notice where appropriate. Your continued use of the Services after the effective date of updated Terms constitutes acceptance of the updated Terms. [web:58]

## Governing Law

These Terms are governed by the laws of the Commonwealth of Massachusetts, without regard to conflict of law principles, except to the extent superseded by federal law. You agree that any dispute not subject to arbitration, if arbitration is adopted, will be brought in the state or federal courts located in Massachusetts, and you consent to personal jurisdiction and venue in those courts.

## Dispute Resolution

Before filing a formal legal claim, you agree to contact OncoCare.io at [info@oncocare.io](mailto:info@oncocare.io) and attempt to resolve the dispute informally. If the dispute cannot be resolved informally, OncoCare.io may in the future require certain disputes to be resolved by binding arbitration through updated Terms or a separate agreement. Unless and until such an arbitration provision is expressly adopted, disputes will be resolved in accordance with the Governing Law section above. [web:55][web:59]

## Contact Information

If you have questions about these Terms, please contact:

OncoCare.io

Email: [info@oncocare.io](mailto:info@oncocare.io)

Website: <https://www.oncocare.io>

Mailing Address: 5 Cedar St, Unit 1, Roxbury, MA 02119