

# MACROPAL TERMS OF SERVICE AND PRIVACY POLICY

Last Updated: 28 October 2025

This document sets out the Terms of Service ("Terms") and Privacy Policy ("Policy") for MacroPal Ltd ("MacroPal", "we", "us", "our"). By accessing or using our mobile application, website, or related services (collectively, the "Service"), you confirm that you have read, understood, and agreed to be bound by these Terms and this Policy. If you do not agree, you must not use the Service.

## 1. COMPANY INFORMATION

MacroPal Ltd provides nutrition and fitness tracking software through a subscription-based model. We operate from the United Kingdom and comply with the laws of England and Wales. All communication should be directed to [contact@macropal.co](mailto:contact@macropal.co).

## 2. SUBSCRIPTIONS AND BILLING

New customers are eligible for an introductory offer of £0.99 for the first month. Following this, subscriptions renew automatically at £4.99 per month. Prices are in GBP and include applicable taxes. Prices may change with 7 days' notice. By subscribing, you authorise recurring monthly billing until cancellation through your MacroPal account settings. Refunds are reviewed on a case-by-case basis.

## 3. ACCOUNT RESPONSIBILITY

You are responsible for your login credentials and all activity under your account. Account sharing or resale is prohibited. MacroPal reserves the right to suspend or terminate accounts found in violation of these Terms.

## 4. SERVICE CHANGES AND AVAILABILITY

We may update or pause the Service for maintenance or feature upgrades. We are not liable for downtime, interruptions, or loss of data.

## 5. HEALTH DISCLAIMER

MacroPal provides tracking tools and general educational guidance. It does not provide medical or professional advice. Always consult a healthcare professional before making significant lifestyle or dietary changes.

## 6. LIMITATION OF LIABILITY

To the fullest extent permitted by law, MacroPal shall not be liable for indirect, incidental, or consequential losses. Our total liability is limited to the amount paid in the three (3) months preceding the issue.

# PRIVACY POLICY

## 1. DATA WE COLLECT

We collect only what is necessary to operate the Service: (a) account data (email, password), (b) profile data (age, gender, weight, goals), (c) tracking data (food logs, workouts), (d) technical data (device type, crash logs), and (e) payment data processed securely by third-party processors. MacroPal never stores full payment details.

## 2. HOW WE USE YOUR DATA

Your data is used to provide, improve, and personalise the Service; manage subscriptions; and ensure compliance with applicable laws. We do not sell or rent user data to third parties.

## 3. LEGAL BASIS FOR PROCESSING

Processing of personal data is based on (a) performance of a contract, (b) compliance with legal obligations, (c) consent, and (d) legitimate interest in improving the Service.

## 4. COOKIES AND TRACKING

We use cookies and similar technologies to maintain sessions, improve functionality, and measure usage. You can disable cookies through your browser, but the Service may not function correctly.

## 5. DATA RETENTION AND SECURITY

We retain data as long as necessary for business, legal, or security purposes. Data is stored securely using encryption and access control. We take reasonable measures to prevent unauthorised access or disclosure.

## 6. YOUR RIGHTS UNDER UK GDPR

You have the right to access, correct, delete, and transfer your personal data, and to object to or restrict processing. Requests should be sent to [contact@macropal.co](mailto:contact@macropal.co). We aim to respond within thirty (30) days.

## 7. INTERNATIONAL DATA TRANSFERS

If data is transferred outside the UK, appropriate safeguards such as Standard Contractual Clauses are used to ensure compliance.

## 8. CHILDREN'S PRIVACY

MacroPal is not intended for individuals under 16. If such data is discovered, it will be deleted immediately.

## 9. CHANGES TO THIS POLICY

We may update this Policy periodically. Substantial changes will be notified by email or in-app message. Continued use constitutes acceptance.

## 10. CONTACT INFORMATION

For all legal, privacy, and support enquiries, contact us at [contact@macropal.co](mailto:contact@macropal.co).