SNAP

Bone Health for Life

MEDICAL, AI & COACHING DISCLAIMER

Version 5 - November 2026

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Important: SNAP Life is designed as an educational, wellbeing, self-management and organisational platform for bone health and healthy ageing. It is not intended to replace a doctor, pharmacist, dietitian, physiotherapist or other appropriately qualified healthcare professional.

1. Purpose of this disclaimer

This disclaimer explains the intended role and limitations of SNAP Life, including its bone-health tracking and organisational tools, educational and wellbeing content, Bone Buddy AI, SNAP Coaching and access to independent experts or services.

The platform is intended to help users organise information they choose to record, learn about bone health and healthy ageing, build everyday wellbeing habits and prepare for informed conversations with qualified healthcare professionals. It should not be relied upon as a substitute for individual medical assessment, diagnosis, treatment or professional clinical advice.

Health information and educational content may draw on recognised sources. The International Osteoporosis Foundation (IOF) is SNAP Life's primary global bone-health reference. The World Health Organization (WHO) and FRAX are used as relevant international sources. NICE may also be referenced as additional UK-specific clinical guidance and is identified as UK guidance. The inclusion of a source does not mean SNAP Life provides clinical interpretation or endorses an individual treatment decision.

2. SNAP Life does not provide medical advice, diagnosis or treatment

SNAP Life does not provide medical advice, diagnose osteoporosis, osteopenia or any other medical condition, prescribe or recommend treatment, decide whether medication should be started, stopped or changed, independently determine clinical or fracture risk, or make clinical decisions on a user's behalf.

Users should seek advice from an appropriately qualified healthcare professional in their country about symptoms, fractures, medicines, supplements, DEXA results, official FRAX results, treatment choices or any material change in their health.

The regulatory position of a digital product depends on its actual functionality, intended purpose and claims. SNAP Life's app functionality, website, app-store wording and promotional materials should remain consistent with the educational, wellbeing, self-management and organisational purpose described in this disclaimer.

3. DEXA and bone-health information

SNAP Life allows users to record and view information such as DEXA T-scores, scan dates, height, weight, BMI where available from recorded information, and related bone-health information. Where history views or trend charts are provided, they are intended to organise and display the user's saved records over time.

Unless a feature expressly states otherwise, SNAP Life does not independently verify the accuracy, provenance or completeness of user-entered DEXA information. Charts, histories, classifications or descriptive changes displayed in the app are not independent clinical interpretation and should not be treated as evidence that bone health has improved, deteriorated or remained stable without appropriate professional assessment.

DEXA results can be affected by scan technique, machine, site measured and individual clinical context. Users should discuss their results and any apparent changes with an appropriately qualified healthcare professional.

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4. Official FRAX information

Where a user records an official FRAX result obtained from an external or clinical source, SNAP Life displays the information entered by the user. Unless expressly stated otherwise, SNAP Life does not independently verify that result.

SNAP Life does not calculate a separate in-app fracture Risk Estimate as part of the launch service and does not independently determine an individual's clinical or fracture risk.

Official FRAX information recorded in SNAP Life should be discussed with an appropriately qualified healthcare professional where interpretation or advice is needed about what the result means for an individual's care.

5. My Insights and descriptive trends

My Insights and related tracking views may organise information recorded in SNAP Life and display descriptive patterns, histories, progress or trends. These outputs are intended to support reflection, organisation and understanding of recorded information.

They are not intended to diagnose a condition, independently interpret clinical results, determine that a user's condition is improving or worsening, predict fracture or other clinical risk, or recommend medical treatment. A pattern or change displayed by SNAP Life may not be clinically meaningful and should be discussed with an appropriately qualified healthcare professional where relevant.

6. Bone Buddy AI

Bone Buddy is an AI-enabled educational and wellness companion. It may help users explore general bone-health information, understand and navigate SNAP Life, reflect on information and habits they have recorded, explore general lifestyle and wellbeing topics, and prepare questions for conversations with healthcare professionals.

Bone Buddy is not a doctor or other healthcare professional. Its responses are generated using artificial intelligence and may occasionally be incomplete, inaccurate, outdated or inappropriate for an individual user's circumstances.

Bone Buddy must not be relied upon to diagnose a condition, independently interpret clinical results, determine clinical or fracture risk, prescribe or recommend treatment, tell a user to start, stop or change medication or dosage, provide individual prescribing advice for supplements, determine whether a medicine or supplement is safe for an individual, manage urgent symptoms, or make emergency or other time-critical healthcare decisions.

Users should independently check important health information with an appropriately qualified healthcare professional before acting on it.

Bone Buddy uses OpenAI to generate replies. SNAP Life asks for permission before relevant personal information is sent to OpenAI. The SNAP Life Privacy Policy explains what information may be shared, how it is processed, relevant retention arrangements and how permission can be withdrawn. If permission is not given, Bone Buddy is unavailable but the rest of SNAP Life continues to work.

7. Medicines and supplements

Medication and supplement features are intended primarily for self-recording, reminders, routine tracking and general educational support. A completed checklist, streak or routine-consistency indicator does not establish clinical adherence and should not be treated as a medical record unless SNAP Life expressly introduces and validates such a service in the future.

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SNAP Life does not advise users to start, stop, increase, reduce or substitute prescribed medicines and does not prescribe individual supplement doses. Users should speak with their prescriber, pharmacist or another appropriately qualified healthcare professional before making medication or treatment changes.

Supplements may interact with medicines or be unsuitable for some people. Information within SNAP Life should not be treated as personalised prescribing or dispensing advice.

8. Nutrition, movement and wellbeing content

Nutrition, movement, breathing, meditation and wellbeing content is provided for general educational, everyday wellbeing and self-management purposes. It is not an individual clinical exercise prescription, rehabilitation programme or therapeutic nutrition plan.

Individual needs vary according to age, medical history, fracture history, mobility, nutritional status, medicines and other factors. Users should work within their own capabilities and obtain appropriate professional advice where they have a medical condition, recent fracture, pain, balance concerns, mobility limitations or uncertainty about whether an activity, dietary change or supplement is suitable.

Breathing and meditation sessions are wellbeing tools and are not treatments for medical or mental-health conditions.

9. SNAP Coaching

SNAP Coaching is intended to support reflection, confidence, healthy ageing, wellbeing, behaviour change and personal goals. Coaching is not medical care, psychotherapy, counselling, diagnosis or clinical treatment.

A SNAP Life coach will not prescribe medicines, diagnose health conditions or replace the user's healthcare team. Where an issue falls outside the appropriate scope of coaching, the user may be encouraged to seek support from a suitably qualified professional.

SNAP Coaching is a separate service and is not included within a SNAP Life app subscription unless expressly stated otherwise. Booking, payment, cancellation and other service terms may be provided separately.

10. Independent experts and third-party services

SNAP Life may introduce users to independent experts, practitioners, testing providers or other service providers. Unless expressly stated otherwise, those professionals provide their services independently and remain responsible for their own qualifications, professional standards, advice, contracts, pricing, insurance and regulatory obligations.

The inclusion of an expert or service within SNAP Life does not mean that SNAP Life guarantees a particular outcome. Users should satisfy themselves that a professional or service is appropriate for their individual needs.

11. Emergencies and urgent symptoms

SNAP Life and Bone Buddy must not be used for emergencies. If you believe you may be experiencing a medical emergency, serious injury, new fracture or another urgent health problem, contact your local emergency services now or go to your nearest emergency department. Do not wait for a response from the app.

If you are in immediate danger, contact your local emergency services. You can also reach out to a crisis support line in your country, your doctor or someone you trust.

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12. Personal responsibility and accuracy of information

The usefulness of tracking, organisational and insight features depends on the accuracy and completeness of information supplied by the user. Users are responsible for checking entries and correcting inaccurate records.

SNAP Life may organise saved information and display descriptive patterns or trends, but those patterns are not necessarily clinically meaningful. Missing dates or results should not be estimated or represented as measured clinical results.

13. Changes to features and future development

SNAP Life is an evolving platform. Learning content, insights, tracking, AI functionality, expert services and other features may change over time. New or materially changed functionality should be reviewed before release so that this disclaimer, the Privacy Policy, Terms & Conditions and SNAP Life's stated intended purpose remain accurate.

Functionality that materially moves from general education, wellbeing, self-management or organisation toward diagnosis, prediction, prevention, monitoring or treatment of disease, independent clinical-risk assessment or clinical decision support may require a fresh regulatory assessment before release.

14. Data and privacy

SNAP Life processes health-related information and other personal data in accordance with its Privacy Policy. Health information may constitute special category personal data under UK data-protection law and requires additional safeguards.

The Privacy Policy should be read alongside this disclaimer. It explains what information is collected, why it is used, how long it is retained, relevant legal bases, users' rights, and relevant sharing or international-transfer arrangements, including the use of OpenAI for Bone Buddy.

15. Documents to read with this disclaimer

This disclaimer should be read together with the SNAP Life Privacy Policy, SNAP Life Terms & Conditions, and any feature-specific, subscription, booking or promotional terms presented within the platform.

16. Contact us

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17. Brand and intellectual property

SNAP Life and associated SNAP Life product and service names, branding, designs and original content are the property of SNAP Life Ltd except where otherwise stated. Third-party names, trademarks, products and services referred to in this disclaimer remain the property of their respective owners.

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