### **Terms & Conditions**

Last updated: September 27, 2025

By using our app or submitting information through our website, you agree to the following terms and privacy conditions.

Purpose  
 This app is designed to support individuals with dry eyes through self-assessment tools, personalized routines, and product recommendations. It does not replace professional medical care.

Eligibility  
 You must be at least 14 years old to use this app. If you are between 14 and 18 years of age, you confirm that you use the app with parental awareness and consent. The app is not intended for children under 14 years old.

User responsibilities  
 You agree to use the app only for its intended purpose. You may not misuse the app, attempt to interfere with its functionality, manipulate tests or results, distribute harmful content, or attempt to gain unauthorized access to our systems.

Intellectual property  
 All content in the app, including but not limited to text, images, design, software, and trademarks, is owned by Synro AB or its licensors. You may not copy, modify, distribute, or use any content without prior written permission.

Data collection and usage  
 We collect and store information you provide, such as email, test results, and app activity. This data may include health-related information (e.g., dry eye symptoms and test results), which is considered a special category of personal data under GDPR. By using the app, you consent to the processing of your health-related data in accordance with GDPR Article 9(2)(a). Your data is used to help you track your experiences, reflect on changes over time, and receive personalized tips. Anonymized data may also be used to improve the app, develop new features (including AI-based tools), and for internal research and product development.  
  
We also collect information provided through our website forms, such as name, email address, and optional messages. These details are used exclusively to contact you regarding services, treatments, or product updates offered by Synro AB. By submitting a form on our website, you consent to the processing of this data for the stated purpose. You may withdraw your consent at any time by contacting us.

Third-party services  
 We use third-party providers such as Firebase and AWS for hosting, analytics, crash reporting, and performance monitoring. These providers may process your data on our behalf in compliance with GDPR. We do not sell your data to any third parties.

Data sharing and security  
 Your personal data is stored securely and is never sold to third parties. We may share anonymized, non-identifiable data with partners strictly for development purposes. Data may also be processed by trusted third-party providers, such as AWS and Firebase, under strict confidentiality agreements. All processing of personal data is carried out in compliance with the General Data Protection Regulation (GDPR).   
Your rights under GDPR  
 As a user, you have the right to know what personal data we store about you, and you may request access to it at any time. You also have the right to request corrections if the data is inaccurate or incomplete, and you may request deletion of your personal data if you no longer wish to use the app. In certain cases, you may request that we limit the way we process your data, or ask us to transfer your data to another provider. You also have the right to object to certain types of processing, including the use of your data for direct marketing.

Notifications and contact  
 By using the app, you agree to receive notifications related to your routines and reminders. Marketing communication will only be sent with your explicit consent.

Data retention and deletion  
 Your data is stored for as long as your account is active. You may request to delete your account and all associated personal data at any time via the “My Account” section in the app or contact us on mail.

Payments and subscriptions  
 Some features of the app are available only through a paid subscription, with payments handled directly by App Store or Google Play. Subscriptions renew automatically unless canceled at least 24 hours before the renewal date, and you can manage or cancel your subscription at any time through your App Store or Google Play account settings. Please note that we do not provide refunds for unused portions of a subscription period. Prices may vary depending on currency, country, or applicable taxes, and we reserve the right to change subscription fees or features at any time.

Termination  
 We reserve the right to suspend or terminate your account at any time if you violate these terms, misuse the app, or engage in behavior that harms the service or other users. You may also terminate your account at any time in the app.

Governing law and jurisdiction  
 These terms shall be governed by the laws of Sweden. Any disputes shall be resolved in Swedish courts.

Severability  
 If any part of these terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

Entire agreement  
 These terms constitute the entire agreement between you and Synro AB regarding the use of the app and replace any previous agreements relating to the same subject matter.

Disclaimer and limitation of liability  
 The app provides guidance and support but does not replace professional medical consultation. We do not guarantee that all information is free from errors or that the app will always function without interruption.  
 To the fullest extent permitted by law, Synro AB is not liable for damages arising from the use of the app, including but not limited to indirect or incidental damages, loss of data, or reliance on provided information.

Changes to terms  
 We may update these terms and policies to reflect changes in the app or legal requirements. You will be informed of any major updates and asked to reconfirm your acceptance if necessary.

Contact  
For questions about the Terms and Conditions or to exercise your rights under GDPR, please contact us:

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