

MedPassport Lab Terms of Service

Effective Date: June 17th, 2026

Last Updated: June 16th, 2026

These Terms of Service (“Terms”) govern your access to and use of MedPassport Lab websites, applications, dashboards, upload tools, parsing tools, charting tools, export tools, and related services.

Please read these Terms carefully. By creating an account, accessing the Service, uploading information, or using any feature of MedPassport Lab, you agree to these Terms.

If you do not agree to these Terms, do not use the Service.

1. Definitions

“MedPassport Lab,” “we,” “us,” or “our” means the company that owns and operates the Service.

“Service” means the MedPassport Lab website, application, software, upload tools, document processing tools, charting features, account features, export features, and related services.

“User,” “you,” or “your” means the individual accessing or using the Service.

“User Content” means any information, files, documents, lab reports, lab results, biomarker values, medical profile information, notes, text, data, images, feedback, or other content that you upload, enter, submit, store, transmit, or otherwise provide through the Service.

“Health Information” means User Content or other information that relates to health, wellness, lab results, biomarkers, medications, allergies, conditions, procedures, providers, symptoms, or medical profile information.

2. What MedPassport Lab Provides

MedPassport Lab is a consumer health organization and visualization tool.

The Service may allow users to:

- Upload lab reports
- Extract structured lab data
- Review and edit extracted values
- Manually enter lab results
- Track biomarkers over time
- View charts and timelines
- Store basic medical profile information
- Add notes
- Export summaries
- Prepare information for conversations with healthcare professionals

The Service is intended to help users organize information. It is not intended to provide medical advice, diagnosis, treatment, clinical decision-making, emergency support, or professional healthcare services.

3. No Medical Advice

MedPassport Lab does not provide medical advice, diagnosis, treatment, clinical recommendations, emergency medical support, or healthcare services.

The Service may display lab values, reference ranges, trend labels, charts, educational descriptions, or organizational summaries. These features are for informational, educational, organizational, and visualization purposes only.

You should not use the Service to:

- Diagnose a disease or condition
- Decide whether you have a medical condition
- Start, stop, or change medication
- Start, stop, or change supplements
- Delay professional care
- Ignore symptoms
- Replace a doctor, clinician, lab, or pharmacist
- Make emergency medical decisions

Always consult a licensed healthcare professional regarding your health, lab results, symptoms, medications, diagnoses, or treatment decisions.

If you are experiencing a medical emergency, call emergency services immediately.

4. Not a Doctor-Patient Relationship

Your use of MedPassport Lab does not create a doctor-patient, clinician-patient, therapist-patient, pharmacist-patient, laboratory-patient, or other professional healthcare relationship.

MedPassport Lab does not order lab tests, perform lab tests, interpret medical results as a healthcare provider, prescribe treatment, monitor clinical conditions, or provide healthcare.

Any information provided by the Service is not a substitute for professional medical judgment.

5. Eligibility

You must be at least 18 years old to use the Service.

By using the Service, you represent and warrant that:

- You are at least 18 years old.
- You have the legal authority to enter into these Terms.
- You will use the Service only for lawful purposes.
- You will provide accurate information to the best of your knowledge.
- You will not use the Service for emergency medical situations.
- You will not use the Service on behalf of a healthcare provider, employer, insurer, lab, or regulated entity unless we have expressly agreed in writing.

We may suspend or terminate accounts that violate eligibility requirements.

6. Account Registration and Security

To use certain features, you may need to create an account.

You are responsible for:

- Maintaining the confidentiality of your login credentials.
- All activity occurring under your account.
- Using a secure password.
- Enabling additional security features when available.
- Keeping your email address current.
- Promptly notifying us of unauthorized account access.

You may not:

- Share your account with others.
- Sell or transfer your account.
- Use another person's account.
- Attempt to access another user's account or data.
- Circumvent authentication or security systems.

We may use third-party authentication providers to manage login, identity, and session features.

7. Your Content and Ownership

You retain ownership of your User Content.

By uploading, entering, submitting, or storing User Content through the Service, you grant MedPassport Lab a limited, non-exclusive, worldwide, royalty-free license to host, store, process, reproduce, display, format, organize, parse, analyze, transmit, and otherwise use your User Content solely as reasonably necessary to:

- Provide the Service
- Maintain your account
- Display your information to you
- Generate charts, timelines, and exports
- Process uploaded documents
- Provide support
- Secure the Service
- Improve product functionality
- Comply with law
- Enforce these Terms

This license does not give us ownership of your User Content.

You represent and warrant that you have the right to upload, enter, or submit all User Content you provide.

8. Your Responsibility for Uploaded Information

You are solely responsible for the information you upload, enter, store, export, or share.

You agree that:

- You will not upload information you do not have the right to upload.
- You will not upload another person's health information without proper authorization.
- You will review extracted information for accuracy.
- You will not rely on the Service as the sole source of truth for medical decisions.
- You will consult original lab reports and licensed professionals when needed.
- You will not use the Service to make emergency, diagnostic, or treatment decisions.

If you upload information about another person, you represent that you have legal authority to do so.

9. Automated Extraction and Parsing Limitations

The Service may use automated tools, document parsing, optical character recognition, artificial intelligence, machine learning, large language models, rules-based extraction, or other technologies to process uploaded documents.

You understand and agree that these technologies may produce incorrect, incomplete, outdated, or misleading results.

Possible errors include:

- Incorrect marker names
- Incorrect biomarker mapping
- Incorrect values
- Incorrect units
- Incorrect decimal placement
- Incorrect reference ranges
- Incorrect abnormal flags
- Incorrect dates
- Incorrect lab source
- Missing results
- Duplicate results
- Incorrect charting
- Incorrect trend labels
- Incomplete exports

You are responsible for reviewing, editing, confirming, or deleting extracted information.

MedPassport Lab does not guarantee the accuracy, completeness, reliability, medical usefulness, or clinical meaning of extracted or displayed information.

10. Educational Content and Trend Labels

The Service may display educational descriptions, general explanations, reference range comparisons, or trend labels such as “rising,” “falling,” “stable,” “inside reference range,” or “outside reference range.”

These features are not medical advice and are not a diagnosis.

A value being inside or outside a reference range does not necessarily mean you are healthy or unhealthy.

Reference ranges vary by lab, method, age, sex, pregnancy status, medical history, medication use, and other factors.

Only a licensed healthcare professional can interpret lab results in the context of your health.

11. Exports and Sharing

The Service may allow you to export, download, print, or share information.

You are responsible for:

- Reviewing exported information for accuracy.
- Deciding what to share.
- Deciding who receives it.
- Understanding that recipients may store or share it.
- Protecting exported files after download.

Once you export, download, email, print, or otherwise share information outside MedPassport Lab, we may not be able to control how that information is used or disclosed.

MedPassport Lab is not responsible for decisions made by doctors, family members, caregivers, employers, insurers, or others based on information you choose to export or share.

12. Privacy

Our Privacy Policy explains how we collect, use, store, disclose, and protect information.

By using the Service, you agree to our Privacy Policy.

You should review the Privacy Policy carefully before uploading health information.

13. Subscriptions, Payments, and Billing

Some features may be free, and some features may require payment.

If you purchase a paid plan, you agree to pay all fees, taxes, and charges associated with that plan.

Payments may be processed by a third-party payment processor. We do not store full payment card numbers.

Unless otherwise stated:

- Subscription fees are billed in advance.
- Subscriptions may renew automatically.
- You authorize recurring charges if you purchase an auto-renewing plan.
- You may cancel future renewals through your account settings or payment provider.
- Cancellation does not automatically result in a refund for past charges.
- Fees are non-refundable except where required by law or expressly stated by us.

We may change pricing, features, or plan structures. If we materially change pricing for an active subscription, we will provide notice as required by law.

14. Free, Beta, and Early-Access Features

MedPassport Lab may offer free, beta, experimental, preview, or early-access features.

These features may be incomplete, inaccurate, unstable, unavailable, or changed without notice.

We may add, modify, suspend, limit, or discontinue beta features at any time.

You use beta features at your own risk.

15. Acceptable Use

You agree not to:

- Use the Service for unlawful purposes.

- Use the Service for emergency medical situations.
- Use the Service as a replacement for medical care.
- Upload information you are not authorized to upload.
- Upload false, misleading, harmful, abusive, or unlawful content.
- Upload malware, viruses, or harmful code.
- Attempt to access another user's data.
- Attempt to bypass authentication, authorization, or security controls.
- Probe, scan, or test vulnerabilities without authorization.
- Reverse engineer, decompile, or disassemble the Service.
- Scrape, crawl, or harvest data from the Service.
- Interfere with Service performance.
- Use automated tools to abuse the Service.
- Misrepresent your identity.
- Use the Service to violate privacy rights.
- Use the Service for commercial clinical workflows without written permission.
- Use the Service to build a competing product.
- Remove legal notices or disclaimers.
- Use the Service in a way that creates legal, privacy, security, or operational risk.

We may investigate and take action against violations, including suspension or termination.

16. Prohibited Medical and Commercial Uses

Unless MedPassport Lab expressly agrees in writing, you may not use the Service:

- As a healthcare provider tool
- As an employer wellness monitoring tool
- As an insurance underwriting tool
- To make employment decisions
- To make insurance decisions
- To make credit decisions
- To provide diagnosis or treatment to others
- To monitor patients clinically
- To conduct regulated research
- To order or interpret medical tests for others
- To provide emergency services
- To operate a medical practice

The Service is currently intended for individual consumer use only.

17. Third-Party Services

The Service may depend on third-party providers, including providers for:

- Authentication
- Hosting
- Database infrastructure
- File storage
- Payment processing
- Email delivery
- Document processing
- Security monitoring
- Error monitoring
- Customer support
- Analytics

We are not responsible for third-party services we do not control.

Your use of third-party services may be governed by their own terms and privacy policies.

We may change third-party providers at any time.

18. Service Availability and Changes

We may modify, update, suspend, limit, or discontinue all or part of the Service at any time.

We do not guarantee that:

- The Service will always be available.
- The Service will be uninterrupted.
- The Service will be error-free.
- The Service will be secure.
- Uploaded files will always process successfully.
- Charts will always generate.
- Exports will always be available.
- Data will never be lost.

We may perform maintenance or updates that affect availability.

19. Account Suspension and Termination

We may suspend, limit, or terminate your access to the Service if:

- You violate these Terms.
- You create legal risk.
- You create privacy or security risk.
- You misuse the Service.
- You fail to pay required fees.
- We suspect fraud, abuse, or unauthorized access.
- We are required to do so by law.
- We discontinue the Service.

You may stop using the Service at any time.

You may request account deletion according to the Privacy Policy and available in-app tools.

20. Intellectual Property

MedPassport Lab owns or licenses all rights in the Service, including software, design, user interface, graphics, logos, branding, workflows, databases, templates, documentation, features, and other materials.

Except for your User Content, you may not copy, modify, distribute, sell, lease, sublicense, reverse engineer, create derivative works from, or exploit the Service without our written permission.

No rights are granted except as expressly stated in these Terms.

21. Feedback

If you provide feedback, suggestions, ideas, bug reports, comments, or recommendations, you grant MedPassport Lab a perpetual, irrevocable, worldwide, royalty-free right to use that feedback for any purpose without restriction or compensation.

We may use feedback to improve the Service, develop new features, or modify existing features.

22. De-Identified and Aggregated Information

Subject to our Privacy Policy and applicable law, MedPassport Lab may create and use aggregated or de-identified information that does not reasonably identify you.

We may use such information to understand usage patterns, improve the Service, measure product performance, and develop new features.

We will not sell identifiable health information.

23. Disclaimers

The Service is provided “as is” and “as available.”

To the fullest extent permitted by law, MedPassport Lab disclaims all warranties, whether express, implied, statutory, or otherwise, including warranties of:

- Merchantability
- Fitness for a particular purpose
- Accuracy
- Completeness
- Reliability
- Availability
- Security
- Non-infringement
- Medical usefulness
- Clinical validity
- Error-free operation

We do not warrant that:

- The Service will meet your expectations.
 - The Service will be uninterrupted or error-free.
 - Lab extraction will be accurate.
 - Charts will be accurate.
 - Trend labels will be medically meaningful.
 - Exports will be complete.
 - Data will never be lost.
 - Security incidents will never occur.
 - The Service will improve health outcomes.
 - The Service will detect medical conditions.
 - The Service will prevent harm.
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24. Medical and Health Outcome Disclaimer

To the fullest extent permitted by law, MedPassport Lab is not responsible for:

- Medical decisions you make.
- Medical decisions made by others.
- Delayed medical care.
- Misinterpretation of lab results.
- Incorrect uploaded information.
- Incorrect extracted information.
- Incomplete records.
- Missed abnormalities.
- Health outcomes.
- Diagnosis or treatment decisions.
- Emergency situations.
- Actions taken based on charts, exports, trend labels, or educational content.

You are solely responsible for consulting licensed healthcare professionals.

25. Limitation of Liability

To the fullest extent permitted by law, MedPassport Lab and its officers, directors, employees, founders, contractors, agents, affiliates, licensors, and service providers will not be liable for any indirect, incidental, special, consequential, exemplary, enhanced, or punitive damages, including:

- Loss of data
- Loss of profits
- Loss of revenue
- Loss of goodwill
- Business interruption
- Personal injury
- Emotional distress
- Medical costs
- Health outcomes
- Unauthorized access
- Data loss
- Incorrect extraction
- Incorrect charting
- Use of exported information
- Decisions made based on the Service

To the fullest extent permitted by law, MedPassport Lab' total liability for any claim arising out of or relating to the Service or these Terms will not exceed the greater of:

- The amount you paid to MedPassport Lab during the 12 months before the event giving rise to the claim; or
- \$100.

Some jurisdictions do not allow certain limitations of liability, so some limitations may not apply to you.

26. Indemnification

To the fullest extent permitted by law, you agree to defend, indemnify, and hold harmless MedPassport Lab and its officers, directors, employees, founders, contractors, agents, affiliates, licensors, and service providers from and against any claims, damages, losses, liabilities, costs, and expenses, including reasonable attorneys' fees, arising out of or relating to:

- Your use of the Service
- Your User Content
- Your uploaded information
- Your exported information
- Your sharing of information
- Your violation of these Terms
- Your violation of law
- Your violation of another person's rights
- Your medical decisions
- Your reliance on the Service
- Your unauthorized upload of another person's information
- Your misuse of the Service

We reserve the right to control the defense of any claim subject to indemnification, and you agree to cooperate with us.

27. Governing Law

These Terms and any dispute arising out of or relating to the Service will be governed by the laws of the State of Georgia, without regard to conflict-of-law principles.

You agree to the exclusive jurisdiction and venue of the state and federal courts located in Gwinnett County, Georgia, except where applicable law requires otherwise.

28. Informal Dispute Resolution

Before filing a lawsuit or formal claim, you agree to first contact us at team@medpassportlab.com and attempt to resolve the dispute informally.

Your notice must include:

- Your name
- Your account email
- A description of the dispute
- The relief you seek
- Any relevant documentation

We will attempt to respond within a reasonable time.

29. Arbitration and Class Action Waiver

This section should be reviewed by legal counsel before launch.

If you choose to include arbitration, the clause should state whether disputes must be resolved through binding individual arbitration, whether class actions are waived, what arbitration rules apply, where arbitration occurs, who pays fees, what exceptions apply, and whether users may opt out.

Do not publish an arbitration clause unless reviewed by an attorney because enforceability depends on wording, jurisdiction, notice, consent, and applicable law.

30. Export Control and Legal Compliance

You agree to comply with all applicable laws when using the Service.

You may not use the Service if you are prohibited from doing so under applicable law.

You may not use the Service in a country or region subject to restrictions if such use would violate applicable law.

31. Changes to These Terms

We may update these Terms from time to time.

If we make material changes, we will provide notice through the Service, by email, or by other appropriate means.

Updated Terms will become effective when posted unless stated otherwise.

Your continued use of the Service after updated Terms become effective means you accept the updated Terms.

If you do not agree to the updated Terms, you must stop using the Service.

32. Miscellaneous

These Terms, together with the Privacy Policy and any additional terms we provide, make up the entire agreement between you and MedPassport Lab regarding the Service.

If any provision of these Terms is found unenforceable, the remaining provisions will remain in effect.

Our failure to enforce a provision is not a waiver of our right to enforce it later.

You may not assign these Terms without our written consent. We may assign these Terms in connection with a merger, acquisition, reorganization, sale of assets, or by operation of law.

Headings are for convenience only and do not affect interpretation.

33. Contact

If you have questions about these Terms, contact us at:

MedPassport Lab

Email: team@medpassportlab.com