

TERMS OF USE

About this document

Summary: These are the rules for using the Hai Helper app and website.

This document explains what you agree to when you use Hai Helper.

1. Changes to these rules

Summary: We may change the rules anytime, and using the platform means you agree.

- We can change these rules whenever we need to.
- We will try to tell you if the rules change.
- If you keep using Hai Helper after the rules change, it means you accept the new rules.

2. Using Hai Helper and your information

Summary: You must give correct information and keep your login safe. We may use your data to run and improve the platform.

- You use Hai Helper through your internet browser.
- Sometimes Hai Helper may not be available.
- The AI gives helpful information, but you must check it yourself.
- Do not use AI answers to make medical, financial, or legal decisions without speaking to a professional.
- To create an account, you may need to give:
 - your name
 - email or phone number
 - your payment information
 - other details needed to set up your account
- Your information must be correct and kept up to date.
- Keep your password safe.
- We use your information to run the platform and improve our AI.
- We follow Australian privacy laws.

3. What Hai Helper provides

Summary: We give AI help and budget tools, but we cannot guarantee perfect accuracy.

- Hai Helper gives AI support, NDIS information, and budget tools.
- Hai Helper does not replace professional advice.
- We may change or update the platform anytime.
- We cannot guarantee it will always work without interruptions.

4. Paying for Hai Helper

Summary: You agree that we can charge your payment method.

- You allow us to charge the account you provide.
- You must make sure your payment information is correct.
- You must make sure there is enough money in your account.
- If you close your account, you must still pay any unpaid fees.

5. Links to other websites

Summary: We are not responsible for other websites we link to.

- Hai Helper may link to other websites.
- We do not control these websites.
- We are not responsible for anything on them.

6. Privacy

Summary: Our privacy policy explains how we use your personal information.

- You agree to our privacy policy when you use Hai Helper.

7. Things you must not do

Summary: You must use Hai Helper safely and respectfully.

You must not:

- break the law
- spread harmful software

- hack the platform
- interrupt other users
- send spam
- try to damage or interfere with the platform

If you break these rules:

- we may close your account
- we may report you to the police

8. Our content and ownership

Summary: The platform, AI tools, and content belong to us.

- All content and technology on the platform belong to Hai Helper.
- You cannot copy, change, or reuse anything without permission.

9. Limits to our responsibility

Summary: We cannot promise the platform will always be accurate or always work.

- The platform is provided “as is”.
- We cannot guarantee everything will be error-free.
- We are not responsible for loss or damage caused by using Hai Helper.
- AI responses may not always be correct or complete.

10. Other companies’ brands

Summary: Any brand names shown belong to their owners.

- We do not claim ownership of trademarks or brand names shown on the platform.

11. Your responsibility

Summary: You may need to pay us back if you misuse the platform.

- If you break the rules or misuse the platform, you may need to cover any costs we face.

12. If part of the rules is invalid

Summary: If one part can't be enforced, the rest still apply.

- If a rule is not legally valid, the rest of the rules still apply.

13. Complaints

Summary: You can email us if you have a complaint.

- Email complaints to: complaints@haihelper.com.au