

Terms of Service

Last Updated: 7 September 2026 · Version 3.0



Welcome

By creating an account you are entering into a legal agreement with Life&Others Limited, the company behind LifeThreads. These Terms explain the rules for using the app — including your rights, our responsibilities, and what applies when you create profiles for other people. The language is plain but the agreement is legally binding.

1. Who we are

LifeThreads is operated by Life&Others Limited.

LifeThreads is a service operated by Life&Others Limited, registered in England and Wales (Company Registration Number 17097772, ICO Registration ZC107933).

These Terms are governed by the laws of England and Wales and are written primarily in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Where we refer to GDPR Article numbers, these are references to the UK GDPR. If you are based in the European Union, the EU General Data Protection Regulation (EU GDPR) 2016/679 also applies. Full details of the legal framework governing our use of your data are set out in our Privacy Policy at lifethreads.co.uk/privacy.

When you use the app, you are entering into a legal agreement with us.

2. What LifeThreads does

LifeThreads is a personal data management app. It lets you store, organise and share important personal information with people you trust - including health records, financial documents, identity papers, family details and legal documents.

Much of the information you may store in LifeThreads constitutes **special category data** under UK GDPR - meaning it carries the highest level of legal protection. This includes health and medical records, identity documents, and financial records. Using LifeThreads responsibly means understanding that these legal protections apply not just to your own data but to any data you store about other people. Section 4 sets out your responsibilities in detail.

The app is structured around three concepts:

- **Threadball** - a profile representing a person (yourself or someone in your life)
- **Thread** - a category of information within a Threadball, such as Health, Identity, Work or Home
- **Strand** - a specific piece of data within a Thread, such as a Passport, Medication record or Diagnosis

You can share a whole Threadball, a single Thread, or an individual Strand - and you choose the access level for each share. Full details of how sharing works, and your responsibilities when sharing data about other people, are set out in Section 4. Our Privacy Policy at lifethreads.co.uk/privacy explains how we protect all data stored in the app.

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3. Who can use LifeThreads

To use LifeThreads you must:

- Be at least 16 years old, in accordance with UK GDPR Article 8
- Provide accurate information when you create your account
- Use the app as a real person for personal, non-commercial purposes
- Professional or organisational use - for example, a solicitor managing Threadballs for multiple clients under a Lasting Power of Attorney, or a professional carer managing records for several individuals - is not permitted under these Terms without a separate written agreement with LifeThreads. If you require professional or multi-client access, please contact us at info@lifethreads.co.uk to discuss whether a suitable arrangement can be made.

Keep your account secure. If you think someone else has accessed your account, contact us immediately at support@lifethreads.co.uk. You are also responsible for keeping your master passphrase and 12-word recovery key safe. We cannot see or reset them — if you lose both, access to your encrypted records cannot be restored by anyone, including us (see Section 6).

4. Threadballs — creating profiles for people in your life

This is one of the most important sections. Please read it carefully.

4.1 What creating a Threadball means legally

When you create a Threadball for another person, you are storing their personal data. Under UK and EU data protection law, this makes you a data controller for that person's data. The legal responsibility for doing this lawfully rests with you — not with LifeThreads.

By creating a Threadball for another person, you confirm that at least one of the following is true:

- The person knows and has consented to their information being stored - this consent covers both standard personal data (UK GDPR Article 6(1)(a)) and, where applicable, special category data such as health or identity records (UK GDPR Article 9(2)(a))
- You are their parent or legal guardian, acting in their best interests - where the Threadball contains health, identity or other special category data about a child under 16, or about an adult who lacks mental capacity, processing is carried out on the basis of vital interests (UK GDPR Articles 6(1)(d) and 9(2)(c))
- You hold a valid Lasting Power of Attorney or equivalent legal authority to act on their behalf
- You have another clear lawful basis under UK GDPR Articles 6 and 9 as applicable
- If you are storing health, identity, financial or other sensitive records about another person, you must satisfy yourself that you have a valid Article 9 basis - not just an Article 6 basis - before creating the Threadball.

This responsibility is yours — not LifeThreads'

LifeThreads provides the technology but cannot verify whether you have obtained consent. If you create a Threadball without a lawful basis, that is your legal responsibility and LifeThreads accepts no liability for it. If the subject of a Threadball raises a

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complaint with us, we will investigate and take action within 30 days, including restricting or deleting data where no lawful basis can be confirmed. We will ordinarily notify the Threadball owner that a complaint has been made. However, we will not notify the Threadball owner where doing so could cause harm to the subject - for example, in cases involving domestic abuse, family estrangement, or safeguarding concerns. If you have concerns about notification when submitting a complaint, please tell us and we will take that into account.

4.2 Joint Owners

A Joint Owner is a person you grant full collaborative access to a Threadball. They can create, edit and delete Threads and Strands, and can invite additional Joint Owners. By accepting Joint Owner status, a person shares responsibility for the lawful use of that Threadball's data.

When a new Joint Owner is added or invited, all existing Joint Owners of that Threadball are notified in-app and by email. This is a security safeguard — no one can be added silently.

4.3 Sharing — levels and access types

You can share at three levels: a whole Threadball, a single Thread, or an individual Strand. For each share you choose the access type:

- **Joint Owner** - can create, edit and delete content within the shared Threadball
- **Read-only** - can view the shared content only; cannot edit, delete or create; receives no notifications

All share requests require active acceptance by the recipient before any access is granted. Sharing works by passing a decryption key to the person you choose — nothing is visible to them until they accept, and revoking a share destroys that person's copy of the key. You can revoke any share at any time. Revocation removes future access but cannot undo what has already been viewed.

4.4 Children under 16

Parents and legal guardians may create Threadballs for children under 16. Where a child's Threadball contains health, identity or other special category data, this is processed on the basis of vital interests (UK GDPR Articles 6(1)(d) and 9(2)(c)) - you are acting to protect the child's interests, not your own. You are responsible for ensuring this is done lawfully and in the child's best interests at all times.

Only share a child's Threadball with people who have a clear and appropriate reason to access it. Think carefully before granting Joint Owner or read-only access to a child's Threadball - the safeguards in Section 4.2 apply, but the additional sensitivity of children's data means you should apply a higher standard of care when deciding who to share with.

When a child turns 16, they may contact us at privacy@lifethreads.co.uk to request access to, correction of, or deletion of any Threadball data held about them. We will action such requests within 30 days.

4.5 Adults who cannot consent for themselves

If you are creating a Threadball for an adult who lacks mental capacity, you should hold a valid Lasting Power of Attorney (LPA) or equivalent legal authority before doing so.

5. What you can and cannot do

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5.1 Permitted uses

- Store and manage your own personal data and documents
- Create Threadballs where you have a lawful basis to do so
- Add Threads and Strands to organise that person's information
- Share Threadballs, Threads or Strands with trusted people
- Grant Joint Owner or read-only access at your discretion
- Export all your data at any time

5.2 Prohibited uses

You must not use LifeThreads to:

- Create a Threadball without a lawful basis under both UK GDPR Articles 6 and 9 where applicable - an Article 6 basis alone is not sufficient where the Threadball contains special category data
- Store, share or upload illegal content of any kind
- Access another user's account or data without authorisation
- Attempt to hack, probe or disrupt the app or its infrastructure
- Use LifeThreads to resell, broker or commercially exploit other people's personal data - including using shared Threadball data to make decisions affecting a data subject in connection with insurance, credit, employment screening or any other purpose not disclosed to that person
- Use Threadball data about a third party for any purpose other than that person's own benefit or welfare
- Impersonate another person or entity
- Use the app in any way that violates applicable law

6. Your data is yours

You own your data and all the data in any Threadball you create. LifeThreads never claims ownership of anything you store.

- We will not read, analyse or use your data for any commercial purpose
- We cannot read what is inside your records — they are encrypted on your device, with keys only you hold, before they ever reach us
- We will not sell it, share it with advertisers, or use it to build a profile of you
- We do not carry out any solely automated decision-making or profiling that produces legal or similarly significant effects on you (UK GDPR Article 22). If this changes, we will notify you before it takes effect
- You can export all your data - Threadballs, Threads and Strands - at any time in a portable, machine-readable format
- When you close your account, the encryption keys for your records are destroyed — making the data immediately unreadable — and all your personal data, Threadballs, Threads and Strands are permanently deleted within 30 days. Strands you added to a Threadball owned or jointly owned by someone else remain with that Threadball
- Because only you hold the keys, we cannot restore access if you lose both your master passphrase and your recovery key — this is a deliberate privacy feature, not a fault
- If the service is discontinued, we will give you at least 30 days' notice and provide a full data export before closure. Your data will not be transferred to any successor service without your explicit consent.

7. Our liability to you

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We take our responsibilities seriously and work hard to keep LifeThreads safe and reliable. However:

- We are not liable for losses caused by events genuinely outside our control - but this does not apply where such an event was made possible or significantly worse by our own failure to implement and maintain reasonable and appropriate security measures. For example, if a cyberattack succeeds because we failed to apply a known security patch or implement industry-standard encryption, we cannot rely on this exclusion.
- We are not liable for problems caused by your device, internet connection or failure to keep your account secure
- We are not liable for loss of access to your data caused by losing your master passphrase and recovery key — Section 6 explains why we cannot recover them
- We are not liable for what other users do with data you choose to share with them
- Our total liability for any claim is limited to the total fees you have paid us in the 12 months before the event, subject to a minimum of GBP100. This cap does not apply to, and nothing in these Terms limits our liability for:
 - (i) Claims arising under UK GDPR Article 82 (your right to compensation for data protection breaches)
 - (ii) Death or personal injury caused by our negligence
 - (iii) Fraud or fraudulent misrepresentation
 - (iv) Any other liability that cannot be excluded or limited by applicable law

What we are always responsible for

Nothing in these Terms limits our liability for: death or personal injury caused by our negligence; fraud or fraudulent misrepresentation; or any other liability that cannot be excluded by law. Your statutory rights as a consumer, including under the Consumer Rights Act 2015, are not affected by anything in these Terms.

7.1 Your responsibility to us

If your deliberate or reckless misuse of LifeThreads directly causes us to face a legal claim - for example, because you created a Threadball without any lawful basis and in clear disregard of the requirements set out in Section 4 - you agree to reimburse our reasonable and proportionate legal costs and any direct losses we incur as a result.

This indemnity does not apply where:

- You acted in good faith and took reasonable steps to comply with Section 4
- The claim arises from our own failure to provide adequate guidance, warnings or safeguards
- The loss or claim was not a reasonably foreseeable consequence of your actions

8. Closing your account

You can close your account at any time via Settings > Account > Delete Account. We recommend exporting your data first. Once closed, the keys to your encrypted records are destroyed immediately — making the data unreadable — and all your data is permanently deleted within 30 days (90 days from backups). Deletion is irreversible: no one, including us, can recover your data afterwards. Records you added to someone else's Threadball are not deleted — they remain with that Threadball's owners. A hashed record of your email address is retained as proof of consent and deletion (see the Privacy Policy).

We may suspend or close your account if you seriously or repeatedly breach these Terms. For serious or illegal activity we may act immediately without prior notice.

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If your account is suspended or closed by us:

- We will tell you the reason, unless doing so would compromise a legal investigation or the safety of another person
- You will be given an opportunity to export your data before permanent deletion, unless the suspension is for illegal activity involving that data or doing so would cause harm to a third party
- Any Threadball subjects whose data is affected by the suspension - for example, an elderly parent whose health records are stored in your account - will not lose access to that data solely as a result of action taken against you, where we have a means of facilitating a safe transfer. Contact us at privacy@lifethreads.co.uk if you need to discuss a transfer of Threadball data following a suspension.

9. Changes to these Terms

If we make significant changes, we will notify you by email and in the app at least 30 days before they take effect. The current version is always available at lifethreads.co.uk/terms. If you do not wish to accept a significant change, you may export all your data and close your account at any time before the change takes effect - at no cost and without penalty. To export your data, go to Settings > Privacy > Export My Data. To close your account, go to Settings > Account > Delete Account.

For changes that materially affect your rights or introduce new charges, we will ask for your active acceptance rather than relying on continued use of the app.

If you continue to use LifeThreads after a change takes effect without having actively accepted it, we will take that as your acceptance of the updated Terms for changes that are not material to your rights or costs. If you have questions about a proposed change, contact us at info@lifethreads.co.uk before deciding whether to accept.

10. Governing law

These Terms are governed by the laws of England and Wales. Any unresolved dispute will be subject to the jurisdiction of the courts of England and Wales - though if you are based in the EU or another jurisdiction, your local mandatory consumer protection laws also apply and are not affected by this clause.

Before bringing any formal legal claim, we encourage you to contact us first at info@lifethreads.co.uk so we can try to resolve the issue. We will respond within 30 days. If you remain unsatisfied, you may refer data protection complaints to the UK Information Commissioner's Office (ICO) at ico.org.uk, or to your national data protection authority if you are based in the EU.

11. Contact us

- General enquiries: info@lifethreads.co.uk
- Support: support@lifethreads.co.uk
- Privacy: privacy@lifethreads.co.uk
- In the app: Settings > Help > Contact Us

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