



Ascenti Reach Platform Terms of Use (Digital Health)

The WPA Protocol Digital Health physiotherapy pathway is provided by way of access to the Ascenti Reach Platform which is made available to users of the WPA Protocol Digital Health App by Ascenti Health Limited, in accordance with these terms of use

We are the Ascenti Group trading through Ascenti Physio Limited (Company Number 04530716) and Ascenti Health Limited (Company Number 03225768) which are companies incorporated in England & Wales and whose registered office is Carnac House, Carnac Court, Cams Estate, Fareham, Hampshire, PO16 8UZ. Our registered VAT number is 208 2267 25. We own and operate the Ascenti Reach web-based platform (referred to below as the "Platform") which is provided to Digital Health users via the WPA Protocol Digital Health App (the "Digital Health App").

You must be at least 18 years old and resident in the UK to use the Platform. You must also have an active, valid Digital Health product ("Product") provided by WPA Protocol Plc ("WPA Protocol") and have been provided with access to the Platform by WPA Protocol by way of an embedded web-page on, or link from, the Digital Health App. Please note our rights at clause 12.2 below in the event that your Product is terminated or expires or otherwise ends or if WPA Protocol cease to offer access to the Platform as a benefit under your Product.

These Terms of Use relate solely to your access to and use of the Platform and the services made available on the Platform for so long as WPA Protocol provide you with access. If you access any of our other services (independently of the Digital Health App), for example an in-person Physiotherapy appointment, different terms will apply to those services and you will be subject to, and liable for, charges associated with that service. Please see clause 13 of these Terms of Use for details of the terms that will apply to any such services.

Please read these Terms of Use carefully before accessing or using the Platform or registering an account on the Platform. These Terms of Use set out our legal responsibilities and your legal responsibilities. By accessing or using the Platform, registering for an account on the Platform or using the Services, you are agreeing to these Terms of Use which will form a legally binding agreement between you and us. Please read it together with our [Privacy Statement](#), [Privacy Notice](#) and [Instructions of Use](#). The Instructions of Use contain important instructions that are designed to help you safely use the Platform and avoid making your injury or condition worse. . The Privacy Statement and Privacy Notice contain important information about how we will use your personal data when you use, and continue to use, the Platform and Services.

You should read these terms in full but please read clauses 5, 6, 7, 8 and 9 carefully as they set out important information about the scope of the service that we provide on the Platform and of the limitations of our responsibility to you.

Only access and use the Platform if you have read and understood these terms and agree to them. If you do not agree to these Terms of Use, we will not allow you to use the Platform and you should not access it. If you do not understand anything in these Terms of Use, please contact us before accessing and using the Platform.

If you would like these terms or the [Instructions of Use](#), [Privacy Statement](#) or [Privacy Notice](#) in another format (for example: audio, large print, braille), please contact us using the contact details set out below.

1 THESE TERMS AND OUR AGREEMENT WITH YOU

- 1.1 What these terms cover.** These are the terms on which we make the Platform and the Content (as defined at clause 3.1.4 below) and Services (as defined at clause 5.1 below) available to you.
- 1.2 What other terms apply to your use of the Platform and our Services.** In addition to these terms, you should also read our [Instructions of Use](#), our [Privacy Statement](#) and our [Privacy Notice](#) which will apply to your use of the Platform, the Services and any Content. The Instructions of Use contain important instructions that are designed to help you safely use the Platform and avoid making your injury or condition worse. The Privacy Statement and Privacy Notice contain important information about how we will use your personal data when you use, and continue to use, the Platform and Services.
- 1.3 By accessing or using the Platform or registering an account on the Platform, you agree to be bound by these terms and to comply with our Instructions of Use.** By accessing or using the Platform or registering an account, you form a legally binding agreement between you and us. If you do not agree with any of these terms, you should stop using the Platform immediately. We may vary these terms from time to time in accordance with clause 14 below. If you think that there is a mistake in these terms, please contact us to discuss.
- 1.4 Our relationship with WPA Protocol.** We have agreed with WPA Protocol to provide certain of its customers with access to the

Platform and to the Content and the Services however we are independent from WPA Protocol and are not a party to the contract or other arrangements in place between you and WPA Protocol in respect of the Product. We are not therefore liable under the terms of your Product and, in the event of any dispute in connection with any contract between you and WPA Protocol in relation to the Product or the Digital Health App you should raise this with WPA Protocol. The Digital Health App is provided by WPA Protocol and we accept no liability for any damage or loss, howsoever caused, in connection with the use of the Digital Health App or any reliance on any information, content, material, products or services contained on or accessed through the Digital Health App other than in relation to the Platform and the Content and Services available on the Platform, as set out in these Terms of Use.

2 HOW TO CONTACT US AND HOW WE MAY CONTACT YOU

- 2.1 How to contact us.** You can contact us by telephoning our customer service team at 0330 678 0850 or by writing to us at Ascenti Physio Limited, Carnac House, Carnac Court, Cams Estate, Fareham, Hampshire, PO16 8UZ or by sending us an email to contact@ascenti.co.uk.
- 2.2 How we may contact you.** By using the Platform you agree to receive communications from us electronically. If we have to contact you we will do so by email to the email address that you provide when you register for the Platform and the Services or by posting notices, alerts, prompts or other information through the Platform.
- 2.3 "Writing" includes text messages and emails.** When we use the words "writing" or "written" in these terms, this includes letter, text messages, emails and other forms of direct electronic messaging.

3 YOUR LICENCE TO USE THE PLATFORM AND ANY CONTENT AND SERVICES

- 3.1 We licence you to access and use the Platform provided you follow the rules described in these terms.** This means that you do not own the Platform or any of its contents (and that the Platform and its contents (and the selection and arrangement thereof) will at all times belong to us or our licensors) but that you may use it as permitted by these terms. The licence:
 - 3.1.1** is only for you personally and cannot be transferred to anyone else;
 - 3.1.2** is for non-business use only;
 - 3.1.3** starts when you first access the Platform and may be suspended or ended as set out in clause 12 below;
 - 3.1.4** covers software, design, text, logos, icons, images, graphics, video, audio and other multimedia content, and all other content, materials or services accessible from the Platform including all of our support resources (which we refer to collectively in these terms as "Content"); and
 - 3.1.5** also covers updates to the Platform unless they come with separate terms, in which case we will give you an opportunity to review and accept those terms.
- 3.2** You are allowed to view, download and print out Content from the Platform for personal use only in accordance with these terms. All other copying, whether electronic, hard copy or in any other format is prohibited. Save as set out in these terms, we reserve all other rights in the Platform, the Content and the Services.
- 3.3 Nothing in these terms gives you any rights to use, copy, modify or distribute the Platform or the Content other than as necessary for you to access and use the Platform and receive the benefit of the Services in accordance with these terms for your own personal, non-business use.** You are not allowed to:
 - 3.3.1** use the Platform to seek unauthorised access to our network or computer systems;
 - 3.3.2** modify the Platform's code in any way, including inserting new code, either directly or through the use of another application or piece of software;
 - 3.3.3** deliberately attempt to avoid or manipulate any security features included in the Platform or Content or to avoid, manipulate or remove any notices contained in the Platform or any Content;
 - 3.3.4** pretend that the Platform or any Content is your own or make the Platform or any Content available for others to download or use (including by way of copying the code of the Platform and creating an independent version); or
 - 3.3.5** assist, encourage or permit any other person to do any of the things described in clauses 3.3.1 to 3.3.4 above.
- 3.4 Ascenti, Ascenti Reach and the Ascenti logo are our registered trade marks and other trade marks and trade names may also be used on the Platform or in the Content.** Use by you of any trade marks on the Platform or in the Content is strictly prohibited unless you have our prior written permission.

4 USING THE PLATFORM, TECHNICAL REQUIREMENTS, REGISTRATION AND SUPPORT

- 4.1 The functionality of the Platform and the provision of the Services is reliant on your device having access to the internet and data networks via third party infrastructure and devices and operating a supported web browser.** We are not responsible for the provision of any such third party infrastructure, devices or software and, if you want to use and Platform and access the Services you should ensure that you have an internet available device and sufficient internet connection available as well as access to a supported web browser. You agree that you are solely responsible for all costs and expenses you may incur in relation to your use of the Platform. You should be aware that certain functions of the Platform require the downloading or streaming of data. Using too much data might mean that you exceed your data limit and you could face paying more than you were expecting, particularly if you are using the Platform abroad.
- 4.2 The Platform is not designed to be used outside of the UK.** You should not access or use the Platform or receive the Services from locations outside of the UK. Please see clause 8.3 in respect of our and your responsibilities if you do choose to access the Platform or receive the Services from locations outside of the UK in breach of these Terms of Use.
- 4.3 We try to make the Platform as accessible as possible.** If you have any difficulties using the Platform, please contact us using the contact details at clause 2.1.
- 4.4 To access and use the Platform, your device and the web browser needs to comply with the minimum requirements for the Platform as set out on the Platform.** We may update these minimum requirements from time to time as we update the Platform or add additional functionality.
- 4.5 Use of the Platform will require registration.** We are not obliged to permit anyone to register with the Platform and we may refuse, terminate or suspend registration to anyone at any time. You are responsible for making sure that your password and any other account details are kept secure and confidential (including, where you access the Platform by way of single sign-on from the Digital Health App, your password and account details for the Digital Health App). If we have reason to believe there is likely to be a breach of security or misuse of the Platform through your account or the use of your password or your access via the Digital Health App, we may notify you and require you to change your password, or we may suspend or terminate your account or your access via the Digital Health App. Any personal information you or WPA Protocol provide to us as part of the registration process will be processed in accordance with our Privacy Notice referred to at clause 15 below.
- 4.6 We are responsible for customer service in relation to the Platform and any Services and can help if you are having any issues.** You

should contact us using the details set out at clause 2.1 above. You acknowledge that WPA Protocol has no obligation whatsoever to provide any support or maintenance services in relation to the Platform or any Services.

5 THE SERVICES AND LIMITS ON THE SERVICE THAT WE ARE ABLE TO PROVIDE

Please read this clause 5 carefully as it sets out important details about the scope of the services that we provide to you and the reliance that you should place on the information that we provide

5.1 In these terms, we refer to the following features of the Platform as the “Services”:

- 5.1.1** collecting information from you in respect of your symptoms and condition through a number of questions and movement tests in order to allow our physiotherapists to assess your condition and determine the best course of action for your recovery needs, including screening for any urgent care requirements;
- 5.1.2** our physiotherapists setting a personalised treatment programme consisting of video exercises that are specific to your pain or condition and that you are to follow remotely;
- 5.1.3** collecting feedback about the exercises from you which is used by our physiotherapists to adapt and evolve your programme with different exercises;
- 5.1.4** a check in function to allow you to track progress and report to our physiotherapists;
- 5.1.5** receive and answer questions from you, whether in writing via a chat function or by voice or video call; and
- 5.1.6** any other enhanced services that we may make available on the Platform from time to time.

5.2 **Where appropriate to do so, we may provide you with some generic exercises that you may decide to follow remotely before our physiotherapists have reviewed the information that you have provided in order to set your personalised treatment programme,** however, in such a case you acknowledge that such exercises are generic in nature and are not prescribed specifically for you or in light of the information that you have provided as part of your assessment (other than in respect of the general body area) and that the provision of such generic exercises do not form part of the Services. You should decide whether to commence such generic exercises or to wait for a personalised treatment programme to be prescribed for you taking into account your own knowledge of the symptoms that you are experiencing and any pain that you may be suffering but if you are unsure you should wait for your personalised treatment programme to be prescribed by one of our physiotherapists before commencing any exercises. The provision of any generic exercises under this clause 5.2 forms part of the Generic Advice as defined in clause 7.1 and the limitations set out in clause 7.1 in respect of Generic Advice apply equally to details of any generic exercises that may be provided under this clause 5.2.

5.3 **The Platform is not a medical device and our Services are provided remotely.** The Platform is designed to provide a convenient method of, and to facilitate, communication between you and our trained physiotherapists and it should not be treated as a medical device. Some conditions are not suitable for remote assessment or advice and the Platform and our Services are not intended to be used in relation to any condition or symptoms that require urgent medical attention. We may recommend that you seek further medical advice from a doctor, physiotherapist or other healthcare professional, in which case you will be responsible for seeking such further medical advice. If your condition is an emergency or otherwise requires urgent treatment, or we advise you to seek emergency medical assistance, then immediately seek medical assistance by contacting 999 or 111.

5.4 **The assessment and the information given on the Platform is not intended to be (nor should it be considered to be a substitute for) professional medical advice.** Whilst the Platform has been designed by medical professionals in order to collect information from you so that our physiotherapists can create a bespoke treatment plan for your condition, as we have not carried out an in-person assessment or any physical examination, it is not intended to provide a formal medical diagnosis. Our clinicians use the information you provide in order to seek to manage your symptoms and improve function by providing rehabilitation management advice, including exercises. It isn't an alternative to getting medical advice from a doctor or other healthcare professional. You should not disregard any medical advice, or discontinue any treatment that has been prescribed to you, on the basis of the information on the Platform.

5.5 **Neither the Platform nor our Services are designed to be used by anyone under 18 years of age and anyone under 18 years of age should seek medical advice from a GP or other relevant medical expert/ health professional.** We may suspend or terminate access to the Platform or our Services if we reasonably suspect that they are being used by anyone under 18 years of age.

6 YOUR OBLIGATIONS

Please read this clause 6 carefully as it sets out your obligations when using the Platform and receiving the Services. Failing to do so may make your injury or condition worse.

6.1 **In order to allow us to provide the Services to you, it is important that you provide us with the information that we need in order to help you and that you comply with these terms as well as our Instructions of Use.** If you fail to do so then this could make your injury or condition worse.

6.2 **You must ensure that:**

- 6.2.1** any information you give to us, including as part of your assessment or when giving feedback, is accurate and that you answer any questions fully. You should tell us if any information you have given to us is or becomes inaccurate or incomplete or misleading;
- 6.2.2** if you are unsure as to how to answer any particular question or undertake any exercise or if you have any concerns about the Services we provide or any information on the Platform, you contact us or seek further medical advice from a healthcare professional;
- 6.2.3** in performing any exercise that we recommend, you follow any instructions you are given by us, including following the correct technique for each exercise, as well as in respect of the number of sets or repetitions and frequency per week. Whilst we have tried to ensure that our instructions (whether given in videos, in writing or otherwise) are clear and easy to follow, if you are unsure of how to correctly complete any exercise then you should stop immediately and contact us for further guidance;
- 6.2.4** you should only carry out exercises that you are comfortable with and you should stop immediately and contact us if you experience any severe pain or discomfort or you experience any adverse or unexpected effects. You should not carry out any exercises you have been told by any medical professional not to undertake or if you have any other concerns with the exercises that you have been set;
- 6.2.5** you seek advice from a healthcare professional in person if you are unsure whether you have been able to explain or communicate your symptoms through our Service or follow the exercises we recommend or if you have any concerns about the advice you receive from us or if it is different from other advice you have received from another healthcare professional.

6.3 **You should not allow anyone else to access your account or otherwise allow anyone else to directly or indirectly benefit from the Services.** The Services that we provide are based on the information and feedback that you provide to us as part of our initial assessment and during your ongoing use of the Platform. As such it is important that you do not allow any other person to access your

account or otherwise allow anyone else to directly or indirectly benefit from the Services. This includes not providing anyone else with details of the exercises that have been provided to you or any other advice or information arising from our provision of the Services. Any such exercises or advice or information may not be suitable for any other person or any injury, condition or symptoms that they may be experiencing; it could make any such injury, condition or symptoms worse. If, despite this clause 6.3, you do allow any other person to access your account or allow anyone else to directly or indirectly benefit from the Services, including providing anyone else with details of the exercises that have been provided to you or any other advice or information arising from our provision of the Services, then:

- 6.3.1 such other person should not rely on the outcome of any such Services or any such advice or information and we owe no duty or other responsibility to any such other person in connection with their use of the Platform or the Services or any reliance they may place on the outcome of any such Services or on any such advice or information; and
- 6.3.2 to the extent that we are allowed to do so by law, we exclude all responsibility for any loss or damage that they suffer as a result of their access or use of the Platform or Services or any reliance they may place on the outcome of any such Services or on any such advice or information; and
- 6.3.3 without limiting any other legal rights that we have available to us as a result of your breach of these Terms of Use, you shall fully reimburse us on an indemnity basis in respect of any loss or damage that we suffer as a result of you allowing any other person to access your account or to directly or indirectly benefit from the Services, including providing anyone else with details of the exercises that have been provided to you or any other advice or information arising from our provision of the Services, including any loss or damage that we suffer as a result of any claim(s) made by any such person against us.

7 OUR PROMISES TO YOU AND YOUR ACCEPTABLE USE OF THE PLATFORM

This clause 7 sets out certain promises that we make to you in respect of the Platform and the Services and also sets out certain promises from you, as well as your responsibility if you fail to comply with those promises. You should read it carefully.

- 7.1 **While we endeavour to ensure that the Platform and the Content is accurate, complete and up-to-date, and we will provide the Services with reasonable care and skill, we make no promises as to the accuracy, completeness or fitness for purpose of any generic information available on the Platform or that such generic information meets any of your specific health or medical requirements.** In addition to the provision of the Services we may provide generic health and wellbeing information, including information, opinions or views given by health professionals about health and wellbeing issues and general educational materials, advice and guidance about particular conditions and details of generic exercises that may be of benefit people with particular symptoms or conditions (including those as referred to at clause 5.2 above) (“**Generic Advice**”). The provision of such Generic Advice does not form part of the provision of the Services, even though we may provide access to certain Generic Advice to allow you to better understand your pain or condition. Such Generic Advice is provided as a general guide only and is not intended to be interpreted as medical or other professional advice. Such Generic Advice will not be tailored to your specific circumstances and may not meet your specific needs. It should not be relied upon or treated as a substitute for specific advice relevant to your particular circumstances and we provide no promises that such Generic Advice will be accurate, complete or fit for purpose. Any specific medical advice should be sought from a doctor or other relevant health professional.
- 7.2 **We make no promises that the:**
 - 7.2.1 Platform or the Service shall be available to you at all times and without interruptions, faults or disturbances;
 - 7.2.2 use of the Platform or the Service shall lead to certain results and in particular although we will provide the Services with reasonable care and skill we make no promises about the information on the Platform or the Services being able to make any health or medical condition better.
- 7.3 **We operate anti-virus and malicious software prevention measures on the Platform but we cannot guarantee that the Platform, the Content or any software of any nature available on, downloaded or otherwise obtained from the Platform, will be free from viruses or other harmful code.** We will not be responsible to you in the event that the Platform, the Content or any such software contains any viruses or other harmful code. You should therefore ensure that your devices used to access the Platform and the Services are protected against viruses and harmful code.
- 7.4 **You shall only use the Platform in a manner that is consistent with these terms and in such a way as to comply with all applicable laws and regulations. In particular, you promise that you will not, nor attempt to, use the Service and/or the Platform to do any of the following things:**
 - 7.4.1 break the law or encourage any unlawful activity;
 - 7.4.2 send or upload anything that is (or might be considered to be) defamatory, offensive, obscene, discriminatory or otherwise unlawful;
 - 7.4.3 infringe our or any else’s intellectual property rights (for example by using or uploading someone else’s content or any content that you do not have the right to use or upload);
 - 7.4.4 transmit any viruses or other harmful code or insert or knowingly or recklessly transmit or distribute a virus or other harmful code into our network or computer systems;
 - 7.4.5 try to gain unauthorised access to computers, data, systems, accounts or networks (whether belonging to us or a third party);
 - 7.4.6 deliberately disrupt the operation or anyone’s website, app, server or business (including ours); or
 - 7.4.7 assist, encourage or permit any other person to do any of the things described in clauses 7.4.1 to 7.4.6 above.
- 7.5 You may not create a link to the Platform from another website or document(s) without obtaining our prior written consent.
- 7.6 You agree to be fully responsible for any costs, claims, damages and expenses which we incur as a result of any claim arising from your failure to comply with clause 7.4 or 7.5 above.

8 OUR RESPONSIBILITY TO YOU

Please read this clause 8 carefully as it sets out important details about the extent of our liability to you.

- 8.1 **If we breach these terms or we have failed to use reasonable care and skill in providing the Services to you or are negligent, and you suffer loss or damage as a result, we are responsible for compensating you for that loss or damage if it was a foreseeable result of our breach.** By foreseeable we mean that, at the time that the contract was made between you and us on the basis of these terms, either it was clear that such loss or damage would occur or you and we both knew that it might reasonably occur, as a result of something we did or failed to do.
- 8.2 **Except for any legal responsibility referred to in clause 8.4 below, we are not legally responsible for:**
 - 8.2.1 any loss or damage that you suffer that was not foreseeable to you and to us when the contract was formed between you and us on the basis of these terms;
 - 8.2.2 any loss or damage that you suffer that was not caused by any breach or negligence on our part;

- 8.2.3** any loss or damage that you suffer that was caused by your failure to comply with these terms, our Instructions of Use or any other instructions, advice or guidance on the Platform or otherwise provided to you by us, whether in writing or any other form;
- 8.2.4** any loss or damage that you suffer as a result of you accessing or using the Platform or receiving the Services from locations outside of the UK, as set out in clause 8.3;
- 8.2.5** any business losses, including loss of profits, loss of goodwill or loss of business opportunity;
- 8.2.6** any losses to non-consumers.
- 8.3 You should not access or use the Platform or receive the Services from locations outside of the UK.** We make no promise that the Platform is appropriate for use in locations outside of the UK. Whilst we hold medical malpractice insurance, our insurance cover does not include cover in respect of any Services provided in locations outside of the UK. Accordingly, if you choose to access the Platform or receive the Services from locations outside the UK in breach of these Terms of Use, you acknowledge and agree that:
- 8.3.1** you do so at your own initiative and are responsible for compliance with local laws where they apply and for any loss or damage that you suffer as a result of you accessing or using the Platform or receiving the Services from locations outside of the UK;
- 8.3.2** we owe no responsibility to you in respect of you accessing or using the Platform or receiving the Services from locations outside of the UK and to the extent that we are allowed to do so by law, we exclude all responsibility for any loss or damage that you suffer as a result of you accessing or using the Platform or receiving the Services from locations outside of the UK in breach of these Terms of Use; and
- 8.3.3** without limiting any other legal rights that we have available to us as a result of your breach of these Terms of Use, you shall fully reimburse us on an indemnity basis in respect of any loss or damage that we suffer as a result of you accessing or using the Platform or receiving the Services from locations outside of the UK; including any loss or damage that we suffer as a result of any claim(s) made by you against us in respect of your use of the Platform or receipt of the Services (including claims for breach of contract and/or negligence) not being insured under our medical malpractice insurance policies due to accessing or using the Platform or receiving the Services from locations outside of the UK.
- 8.4 Nothing in these terms excludes or limits our liability for any death or personal injury caused by our negligence, liability for fraud or fraudulent misrepresentation, or any other liability that the law does not allow us to exclude or limit.**
- 8.5 The limits on our responsibility to you as set out in these terms shall not apply to any face to face in person treatment provided by us at one of our clinics.** Where you are a patient receiving face to face in person treatment from us at one of our clinics our responsibility to you in respect of such face to face treatment shall be as set out in the Ascenti Patient Terms (<https://www.ascenti.co.uk/terms-conditions>).

9 FAILURES OF NETWORKS OR HARDWARE AND OTHER EVENTS NOT REASONABLY IN OUR CONTROL

- 9.1 The Platform relies on a number of things working properly to enable you to enjoy all of its features.** Many of these, such as your internet connection, your internet browsers and your device, are entirely outside of our control. Although we will do everything that we reasonably can to resolve any issues, we are not responsible to you if you are unable to use all or any part of the Platform, or if we otherwise fail to perform, or are interrupted or delayed in performance of, any of our obligations under these terms because of:
- 9.1.1** a poor internet connection or any other non-availability or failure of any telecommunications or computer network provided by you or any third party;
- 9.1.2** a fault in your device or a component in your device or any other equipment provided by you or any third party;
- 9.1.3** an issue with any application, software or system operated or provided by you or any third party, including in respect of your internet browser or the Digital Health App; or
- 9.1.4** any other event or circumstances that it would not be reasonable to expect us to control.
- 9.2** In addition, we may temporarily suspend access to the Platform and the Services without notice in the case of system failure, maintenance or repair or for reasons beyond our control. We will endeavour to provide you with reasonable advance notice of any scheduled downtime in order to carry out planned maintenance, repairs or updates.

10 UPDATES TO THE PLATFORM

- 10.1 We may update the Platform from time to time for reasons that include fixing bugs or enhancing functionality.** We might also change or remove functionality.
- 10.2 We strongly suggest that you use the latest version of your web browser in order to access the Platform.** In some cases the Platform may not work properly (or at all), or you may be exposed to security vulnerabilities, if you do not keep the web browser updated to the latest version that is available.

11 EXTERNAL SERVICES AND SITES

- 11.1 The Platform may contain hyperlinks or references to third party websites or otherwise enable you to access services and websites that we do not own or operate.** We refer to these collectively below as “External Services”.
- 11.2 Access to any External Services or hyperlinks or references to External Services are provided for your convenience only and we are not responsible for examining or evaluating the content or accuracy of these External Services.** The display of a hyperlink or the reference to any External Services or the ability to access any External Services by way of the Platform does not mean that we endorse those External Services or any products or services available from such External Services. You will need to make your own independent judgement regarding your interaction with any External Services (including the purchase or use of any products or services accessible through them) and any use of such External Services is at your own risk. We have no control over External Services and accept no legal responsibility for any content, material or information contained in them.
- 11.3 Your use of any such External Services may be governed by the terms of that third party.** Before using any External Services, make sure you have read and agreed to the terms on which they are being offered to you, including the way in which they may use your personal information.
- 11.4 You must not use any External Services in any way that:**
- 11.4.1** is inconsistent with these terms or with the terms of the External Service; or
- 11.4.2** infringes our intellectual property rights, or the intellectual property rights of any third party.
- 11.5** From time to time we may change or remove the External Services that are made available through the Platform.

12 ENDING THE AGREEMENT BETWEEN YOU AND US

- 12.1 We can end the agreement between you and us for the provision of access to the Platform and the Services if you do not comply with any part of these terms.** As an alternative to ending the agreement, we may decide to suspend your access to the Platform and the Services. We will give you a reasonable amount of notice before the agreement ends or we suspend your access to the Platform

and the Services but if what you have done is serious then we may end this agreement immediately and without advance notice to you. "Serious" means that you are causing harm (or attempting to cause harm) to other users, interfering with the operation of the Platform or doing anything else that we think presents a big enough risk to justify us ending the agreement quickly. Without limiting the foregoing, we may immediately suspend your access to the Platform and the Services where we have reasonable grounds to believe that you are accessing or using the Platform or receiving the Services from locations outside of the UK.

12.2 Your access to the Platform and the Services is dependent upon you continuing to hold an eligible Product with WPA Protocol and you continuing to have access to the Digital Health App. In the event that:

12.2.1 your Product is terminated or expires;

12.2.2 WPA Protocol disable, suspend or terminate your access to the Digital Health App;

12.2.3 WPA Protocol cease to offer access to the Platform or the Services as a benefit under your Product; or

12.2.4 Unless we have agreed otherwise with WPA Protocol, our agreement with WPA Protocol expires or ends for any reason, we may immediately end the agreement between you and us and terminate your access to the Platform and the Services. If this is the case, we will endeavour to give you advance notice but whether we are able to will depend upon the circumstances and whether we receive advance notice from WPA Protocol. In the event that we end the agreement and terminate your access to the Platform and the Services, you may be able to access our services on a private, fee-paying basis but, if you do so, such services will be made available on different terms to those set out in these terms and the provision of any private, fee-paying services will be subject to you accepting such alternative terms.

12.3 We may also end the agreement between you and us for the provision of access to the Platform and the Services other than in the circumstances we refer to in clause 12.1 and clause 12.2 above (including where we decide to withdraw access to the Platform or the provision of the Services via the Platform). If we do decide to end the agreement under this clause 12.3 we will provide reasonable notice to you.

12.4 The consequences of the agreement between you and us ending are as follows:

12.4.1 you are no longer allowed to access or use the Platform and we may remotely limit your access to it;

12.4.2 we are no longer obliged to provide the Services;

12.4.3 we may delete or suspend access to any accounts that you hold with us; and

12.4.4 you are not entitled to any compensation or other payment from us as a result of the agreement ending.

13 OTHER SERVICES AND OUR PATIENT TERMS

If you book a face to face in person appointment with one of our healthcare professionals at one of our clinics our Patient Terms (<https://www.ascenti.co.uk/terms-conditions>) will apply with regard to the provision of such treatment to you and not these terms.

14 CHANGES TO TERMS

We may need to make changes to these terms from time to time. This may include to reflect changes in the Platform's functionality, to deal with a security threat or if there is a change to any relevant law or guidance. We will publish any updated terms on the Platform and you will be legally bound by the updated and amended terms from the first time that you access and use the Platform after we publish the changes. It is your responsibility to check these terms from time to time to verify any such updates or amendments but if the change is material, you may be asked to agree any changes in advance when you first access the Platform after the update or amendment. If you do not accept any changes, you will not be able to use the Platform.

15 YOUR PRIVACY AND PERSONAL INFORMATION

15.1 Your privacy and personal information are important to us. When you use the Platform we will collect certain personal information from you and we will also track your activity on the Platform, including by way of cookies. Any personal information that you provide to us or that we collect from you will be dealt with in line with our privacy notice (<https://www.ascenti.co.uk/privacy>). The privacy notice explains what personal information we may collect from you, how and why we collect, store, use and share that information, your rights in relation to your personal information and how to contact us and supervisory authorities in the event that you have a query or complaint about our use of your personal information. By using the Platform, you consent to our processing of your personal information in accordance with our Privacy Notice and you promise that all personal information provided by you is accurate.

15.2 We may collect and use technical data. This might include, for example, the specifications of your device and its software in order to help us provide software updates, product support and other services related to the Platform. We may also use this information, as long as it is in a form that does not personally identify you, to improve our products and services or to offer new services or technologies to you. To the extent that any technical data includes any personal data, we will collect, store, use and share that information in accordance with our privacy policy.

15.3 We may share information and data with WPA Protocol. We may collect information in relation to access to, and usage of, the Platform and the Services and the outcome of those Services ("Management Information") and shall be entitled to share such Management Information with WPA Protocol. Any such Management Information shared with WPA Protocol will be anonymised and aggregated such that it will not personally identify you.

15.4 For information about cookies used by the Platform, please refer to our privacy policy.

16 FEEDBACK AND COMPLAINTS

16.1 You can give us feedback on the Platform or the Services by contacting us at contact@ascenti.co.uk or by any other method set out in clause 2.1 above.

16.2 If you wish to make a formal complaint about our Services, please contact us as soon as possible by email to contact@ascenti.co.uk or by any other method set out in clause 2.1 above. As our practitioners are regulated healthcare professionals, any complaints will be handled in accordance with any professional rules applying to our practitioners (where applicable to the complaint) and in accordance with our complaints policy. We will seek to investigate your complaint as soon as possible and may ask you for further information about you and your complaint in order to investigate and/or address it. Please provide any requested information as soon as possible. We will provide you with details of the outcome of our investigation and give you the chance to discuss it with us in accordance with our complaints policy.

17 OTHER IMPORTANT TERMS

17.1 We may transfer or subcontract rights and obligations arising from these terms to third parties and we will notify you of this in writing if this happens. Any such transfer or subcontracting will not affect your rights under these terms. As your use of the Platform and our Services are personalised to you, you may only transfer your rights or obligations under these terms to another person if we agree in

writing in advance.

- 17.2** If on any occasion we fail to insist upon performance by you of these terms in full, that failure shall not amount to a waiver of our legal rights unless we agree to waive our rights in writing. If we do waive, in whole or part, any rights available to us under these terms on any occasion this does not mean that those rights will automatically be waived on any other occasion and it does not mean that we have agreed any variation of these terms.
- 17.3** The agreement based on these terms is between you and us and no one other than us or you has any right to enforce any of these terms.
- 17.4** If any provision of these terms is held to be invalid, unenforceable or illegal for any reason, the clause shall be treated as if it had been removed from the terms and the remainder of the terms shall continue in full force.
- 17.5** The agreement between you and us based on these terms and the use of the Platform and the Service are governed by the laws of England but if you are resident elsewhere you will retain the benefit of any mandatory protections given to you by the country in which you live. If you want to take court proceedings, the courts of England will have non-exclusive jurisdiction in relation to the agreement between you and us based on these terms. This means that you can choose whether to bring a claim in the Courts of England or in the courts of another part of the UK in which you live.