

Terms of Use for the DoctorNow “App”

1. Introduction

Welcome to the DoctorNow “App” Terms of Use (the term “App” is defined as all remote access to DoctorNow including DoctorNow App and Patient Portal Access, required for App usage). These Terms of Use govern your access and use of the DoctorNow App, which is designed to enhance your healthcare experience by providing you with personalised access to your medical records, the ability to communicate with DoctorNow, and manage your healthcare more effectively.

2. Acceptance of Terms

By registering for and using the DoctorNow App, you acknowledge that you have read, understood, and agree to be bound by these terms. If you do not accept these terms, you should not register for the DoctorNow App.

3. Privacy and Security

The privacy and the security of your personal information are of paramount importance to us. Please refer to our Privacy Policy, which forms part of these Terms of Use, to understand how we collect, use, and protect your personal and health information.

Users under the age of 18

By using this app, users under the age of 18 (or 16 if explicitly requested by the child) acknowledge that a parent or legal guardian may have access to their account, including activity logs, messages, and other app-related data, as permitted under applicable law. This parental access is intended to support the child’s safe and appropriate use of the app. Once the user reaches the age of 18, or 16 if the child requests and such a request is legally recognised, parental access will automatically be revoked. Parents and guardians must respect the privacy and autonomy of the child within these parameters and adhere to all applicable laws regarding data privacy and usage. By continuing to use the app, both the parent/guardian and the child agree to these terms.

4. User Responsibilities

Security: You are responsible for maintaining the confidentiality of your account password and any other security information related to your account.

Accuracy: You also agree to provide accurate, current, and complete information about yourself as may be prompted by registration forms on the DoctorNow App.

Lawfulness: You agree to use the DoctorNow App only for lawful purposes and in a way that does not infringe the rights of, restrict or inhibit anyone else's use and enjoyment of the DoctorNow App and agree to contact DoctorNow if you suspect your account has been accessed without your permission.

5. Service Access

We aim to always ensure the availability of the DoctorNow App, subject to maintenance or circumstances beyond our control. We reserve the right to withdraw or amend the service we provide without notice.

6. Intellectual Property

The content, layout, design, data, databases, and graphics on the DoctorNow App are protected by UK and other international intellectual property laws and are owned by DoctorNow Ltd. Except as expressly allowed, no part of the DoctorNow App may be copied, reproduced, republished, or used without the prior written permission of DoctorNow Ltd.

7. Limitation of Liability

DoctorNow will not be liable for any indirect or consequential loss or damage whatsoever arising out of or in connection with the use of the DoctorNow App.

8. Changes to Terms

DoctorNow Ltd. may change these terms at any time by posting changes online. Please review these terms regularly to ensure you are aware of any changes made by us.

9. Governing Law

These terms shall be governed by and interpreted in accordance with the laws of England and any disputes relating to these terms will be subject to the exclusive jurisdiction of the courts of England.

10. Contact Information

If you have any questions about these Terms of Use, please contact us at: info@doctornow.org.

If you would like to find out more about the new data protection regulations:

- Information Care Office: Guide to GDPR <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>
- Information Care Office: For the public <https://ico.org.uk/for-the-public/>