

# Terms and Conditions — Patient Care

**Effective date:** September 15, 2025

Welcome to Patient Care. These Terms and Conditions ("Terms") govern your access to and use of Patient Care's mobile application, website, services, and related software and content (collectively, the "Service") provided by [Your Company Name] ("we", "us", or "Patient Care"). By installing, accessing, or using the Service you agree to be bound by these Terms. If you do not agree, do not use the Service.

## 1. What Patient Care does

Patient Care is an AI-powered health assistant that helps users manage medication and health routines by:

- Scanning prescriptions and medication labels using optical character recognition (OCR);
- Automatically extracting medication names, dosages, and durations where possible;
- Creating, scheduling, and updating medication reminders and routines;
- Allowing users to add or edit personal medication lists and routine reminders;
- Providing optional functionality for users to upload health reports for future medication adjustments and record keeping.

## 2. Medical disclaimer

THE SERVICE IS FOR INFORMATIONAL AND SELF-MANAGEMENT PURPOSES ONLY. It is **not** medical advice, diagnosis, or treatment. Always consult a licensed healthcare professional before starting, stopping, or changing any medication or treatment. We do not guarantee clinical accuracy of extracted data from images or OCR. You are responsible for verifying any medication details and following professional medical advice.

## 3. User accounts and responsibilities

- To use some features you may create an account. You are responsible for keeping account credentials secure and for all activity that occurs under your account.
- You must provide accurate information and must not impersonate others, provide false details, or use the Service for unlawful purposes.
- You are responsible for verifying OCR-extracted medication information before relying on it.

## 4. Data, storage, and encryption

- **User-provided content:** You control any content you upload (prescription images, reports, medication lists, notes). We process and store that content to provide the Service.

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- **Personal data minimization:** Our design principle is to minimize retention of personal data. We do not collect or retain unnecessary personal information beyond what you provide or what is required to operate the Service.
- **Encryption:** Data transmitted between your device and our servers is encrypted in transit using standard protocols (e.g., TLS). Data stored by Patient Care is encrypted at rest.
- **Anonymous processing:** Where possible, processing (including OCR and AI analysis) is performed in ways that avoid linking results to personally identifiable information. However, when you upload or enter identifiable data (name, contact, etc.) that data will be associated with your account.
- **Backup & retention:** We retain user data only as long as necessary to provide the Service, comply with legal obligations, or as agreed by you. You may delete your account and data as set out in Section 9.

## 5. Permissions and device access

The app may request device permissions (camera, storage, notifications) to perform OCR, save files, and deliver reminders. You may disable permissions, but certain functionality may stop working.

## 6. Notifications and reminders

The Service will deliver reminders using on-device notifications and/or push services. You control reminder settings. We do not guarantee delivery in all circumstances — delivery depends on device settings, operating system behavior, and network conditions.

## 7. Intellectual property

- All Service content, software, AI models, documentation, and trademarks are owned by Patient Care or our licensors and are protected by copyright, trademark, and other laws.
- You are granted a limited, non-exclusive, non-transferable license to use the Service for personal, non-commercial use. You may not copy, modify, distribute, create derivative works, or reverse engineer the Service except as expressly permitted by law.

## 8. Prohibited uses

You must not use the Service to:

- Provide emergency medical services or attempt to diagnose/treat critical conditions without professional care.
- Upload content that violates others' rights, is illegal, defamatory, or harmful.
- Interfere with the Service integrity or attempt to circumvent security.

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## 9. Deleting data and account termination

- You may delete your account and associated data through the app settings or by contacting us at [contact email]. We will remove your data subject to retention obligations and reasonable processing time.
- We may suspend or terminate accounts that violate these Terms or for security reasons.

## 10. Third-party services

The Service may integrate third-party services (cloud storage, analytics, notification providers). Those providers' terms may apply. We are not responsible for third-party services; you should review their privacy and terms.

## 11. Accuracy, errors, and updates

We strive for accurate OCR and medication extraction, but errors can occur. You accept the risk of inaccuracies in OCR/AI results. We may update the Service, models, and these Terms; we will notify you of material changes when required.

## 12. Limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, PATIENTCARE AND ITS AFFILIATES WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR FOR LOSS OF PROFITS, DATA, OR BUSINESS INTERRUPTION ARISING FROM YOUR USE OF THE SERVICE. OUR TOTAL AGGREGATE LIABILITY FOR DIRECT DAMAGES SHALL NOT EXCEED THE AMOUNTS YOU PAID US (IF ANY) FOR THE SERVICE IN THE 12 MONTHS PRIOR TO THE CLAIM.

## 13. Indemnification

You agree to indemnify and hold harmless Patient Care and its officers, employees, agents and partners from claims, liabilities, damages, losses and expenses arising from your use of the Service or violation of these Terms.

## 14. Governing law and dispute resolution

These Terms are governed by the laws of [State/Country—insert your jurisdiction]. Disputes will be resolved in the courts of that jurisdiction, unless otherwise required by law.

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## **15. Children and sensitive data**

The Service is not directed to children under 13 (or local age of consent); do not provide information for minors. Do not upload particularly sensitive personal data (e.g., genetic, sexual orientation) unless you explicitly choose to and understand privacy implications.

## **16. Changes to these Terms**

We may modify these Terms. We will post the updated Terms in-app or on our website with a revised effective date. Continued use after changes constitutes acceptance.

## **17. Contact**

For questions, support, data deletion requests or legal notices, contact us at:

**Email:** support@fealtytechnologies.com

**Address:** Jawahar Nagar Road, Near Reti Mandi Square, Indore (Madhya Pradesh)