

## TERMS AND CONDITIONS FOR SWIFTDOSE

### 1. INTRODUCTION

SwiftDose (the "Platform" or "we") is a digital healthcare platform that connects patients with healthcare providers for telehealth services. By using the Platform, you agree to be bound by these Terms and Conditions (the "Terms").

### 2. USE OF THE PLATFORM

2.1. You must be at least 18 years old to use the Platform.

2.2. You must provide accurate and complete information when creating your account, including your name, email address, and other requested information.

2.3. You are responsible for maintaining the confidentiality of your account login credentials and are liable for any activity that occurs under your account.

2.4. You agree to use the Platform for personal, non-commercial purposes only.

### 3. SERVICES PROVIDED

3.1. SwiftDose offers various services, including doctor consultations, messaging, and other health-related services (the "Services").

3.2. The Platform is intended for general healthcare advice and is not a substitute for emergency medical care.

3.3. SwiftDose may not be used for diagnosis or treatment of any medical condition.

### 4. HEALTHCARE PROVIDER RESPONSIBILITIES

4.1. Healthcare providers (the "Providers") are responsible for providing high-quality care and maintaining confidentiality of patient information.

4.2. Providers are solely responsible for their actions and opinions expressed during consultations.

4.3. Providers are required to follow applicable laws and regulations related to healthcare services.

### 5. PATIENT RESPONSIBILITIES

5.1. Patients are responsible for providing accurate and complete information during consultations.

5.2. Patients are responsible for following the advice and instructions provided by Providers.

5.3. Patients must notify SwiftDose promptly if they experience any issues or concerns with their treatment or consultation.

## 6. FEES AND PAYMENTS

6.1. SwiftDose may charge fees for certain Services (the "Fees").

6.2. Fees will be disclosed to you before you proceed with a consultation or purchase a Service.

6.3. Payment processing will be handled through secure payment gateways.

## 7. CONFIDENTIALITY AND DATA PROTECTION

7.1. SwiftDose will maintain the confidentiality of patient information in accordance with applicable laws and regulations.

7.2. SwiftDose will protect patient information from unauthorized access, use, or disclosure.

7.3. Patient information will be stored securely on our servers, encrypted both in transit and at rest.

## 8. TERMINATION

8.1. SwiftDose may terminate your account at any time without notice if you violate these Terms or fail to comply with applicable laws and regulations.

8.2. Upon termination, you will no longer have access to the Platform or Services.

## 9. INDEMNIFICATION

9.1. You agree to indemnify and hold SwiftDose harmless from any claims, damages, losses, or expenses arising from your use of the Platform or Services.

9.2. SwiftDose will not be liable for any indirect, consequential, or punitive damages arising from your use of the Platform or Services.

## 10. GOVERNING LAW AND JURISDICTION

10.1 These Terms will be governed by and construed in accordance with the laws of Zimbabwe.

10.2 Any disputes arising from these Terms will be resolved through binding arbitration in accordance with the rules of Zimbabwe Arbitration Association.

## 11. CHANGES TO TERMS

11.1 SwiftDose reserves the right to modify these Terms at any time without notice.

11.2 Your continued use of the Platform after changes have been made will constitute acceptance of the revised Terms.

## 12. EFFECTIVENESS

12.1 These Terms are effective as of the 24th of June 2024 and supersede all prior agreements and understandings between you and SwiftDose.

By using the SwiftDose Platform, you acknowledge that you have read, understood, and agreed to be bound by these Terms and Conditions.