










TERMS AND CONDITIONS

Additional Language Versions

This document is available in the following languages:

	English	https://data.my-health.today/website/en/terms.pdf
	Romanian	https://data.my-health.today/website/ro/terms.pdf
	Bulgarian	https://data.my-health.today/website/bg/terms.pdf
	Lithuanian	https://data.my-health.today/website/lt/terms.pdf
	Polish	https://data.my-health.today/website/pl/terms.pdf
	Ukrainian	https://data.my-health.today/website/ua/terms.pdf
	Hindi	https://data.my-health.today/website/hi/terms.pdf
	Russian	https://data.my-health.today/website/ru/terms.pdf
	French	https://data.my-health.today/website/fr/terms.pdf
	Arabic	https://data.my-health.today/website/ar/terms.pdf
	Brazilian / Portuguese	https://data.my-health.today/website/br/terms.pdf
	Spanish	https://data.my-health.today/website/es/terms.pdf
	Urdu	https://data.my-health.today/website/ur/terms.pdf

Important Notice: The English version of this Terms and Conditions is the official and legally binding version. Translations are provided for informational purposes only. In case of any discrepancies between the translated versions and the English version, the English version shall prevail.



1. Introduction and Legal Notice

1.1 Purpose of This Document

This document sets out the Terms and Conditions ("Terms") that govern the use of the H2 Platform ("Platform") operated by My Health Today LTD ("Company", "H2", "we", "us", or "our"). By accessing and using the H2 Platform, you agree to comply with these Terms, which constitute a legally binding agreement between you and My Health Today LTD.

These Terms apply to all users of the Platform, including but not limited to:

- Patients accessing telehealth services.
- Healthcare Providers (Doctors, Clinics, Specialists) offering medical services via the Platform.
- Pharmacies processing prescriptions issued through the Platform.
- Vendors (Diagnostic Centers, Laboratories, Healthcare Service Providers) integrating with the Platform.
- Third-party Partners (Insurers, Healthcare Schemes, Employers) using the Platform to facilitate healthcare access.

If you do not agree to these Terms, you should immediately discontinue the use of the H2 Platform.

1.2 Legal Entity Information

- Company Name: My Health Today LTD
- Company Registration Number: 16068507
- Registered Office Address: 7 Bell Yard, London, WC2A 2JR, United Kingdom
- Contact Email: support@my-health.today
- Data Protection Officer (DPO) Contact: DPO@my-health.today

1.3 Scope of These Terms

These Terms cover the use of the H2 Platform, which includes:

- Accessing telehealth consultations (video/phone-based consultations with licensed medical professionals).
- Obtaining medical prescriptions electronically and, where possible, filling them through partnered pharmacies.
- Scheduling and processing diagnostic services (e.g., laboratory tests, imaging services) through our partnered third-party vendors, where available.
- Enabling patients, where available, to access covered medical services through healthcare schemes, such as employer-sponsored plans or insurance providers, where available.
- Ensuring compliance with data protection laws and healthcare regulations applicable to all stakeholders.

These Terms do not cover emergency medical services. The H2 Platform does not replace traditional healthcare providers in situations requiring urgent or emergency care. If you are experiencing a medical emergency, contact local emergency services immediately.



1.4 Acceptance of Terms

By creating an account, accessing, or using the H2 Platform, you confirm that you:

1. Have read, understood, and accepted these [Terms](#) in full.
2. Are legally capable of entering into a binding contract with H2.
3. Meet all eligibility requirements (e.g., age, residency) to use the Platform.
4. Agree to comply with all applicable laws and regulations when using the Platform.

If you use the Platform on behalf of an organization (such as a hospital, employer, insurance provider, or pharmacy), you confirm that you have the authority to bind that organization to these [Terms](#).

1.5 Related Policies

These Terms should be read in conjunction with the following policies, which form part of the agreement between you and H2:

- [Privacy Policy](#) – explains how we collect, use, and protect your personal data.
- [Cookie Policy](#) – describes how we use cookies and similar technologies.
- [Security & Governance Policy](#) – Outlines the security measures, data protection practices, and governance standards that safeguard our platform, ensuring compliance with industry regulations and best practices.

For a comprehensive list of frequently asked questions (FAQs) regarding our services, security measures, and data privacy, please refer to our [FAQ's page](#). If you have additional concerns, feel free to contact our support team at support@my-health.today.

By continuing to use the H2 Platform, you agree to be bound by these Terms and all related policies.

1.6 Updates to These Terms

H2 reserves the right to modify or update these Terms at any time to:

- Comply with legal or regulatory changes.
- Improve the user experience and functionality of the Platform.
- Address security concerns or industry standards.

If we make any material changes, we will notify users via:

- Email notification to registered users.
- In-platform notifications.
- Public notice on our website.

Your continued use of the H2 Platform after changes have been published constitutes acceptance of the updated Terms.

1.7 Governing Law & Dispute Resolution



These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales, unless otherwise required by applicable consumer protection laws.

If you have any questions or concerns regarding these Terms, please contact us at dpo@my-health.today.

2. Definitions

For the purposes of these Terms and Conditions, the following definitions shall apply:

2.1 Platform

"Platform" refers to the H2 digital healthcare platform operated by My Health Today LTD, including the website, mobile applications, APIs, and any related software that facilitates medical consultations, prescription issuance, pharmacy services, diagnostic services, and healthcare scheme management.

2.2 Services

"Services" means all medical, administrative, and digital services provided through the H2 Platform, including but not limited to:

- Telehealth consultations (*video and phone consultations with medical professionals*)
- Medical prescriptions (*issuance of electronic prescriptions where applicable*)
- Diagnostic services (*processing and referrals for laboratory tests, imaging, and screenings - where applicable*)
- Healthcare scheme integration (*where available, enabling patients to access covered medical services*)
- User support and account management
- Diagnosis documentation (*official medical reports that include a QR code for verification, allowing authentication of the document's validity by third parties such as healthcare providers, insurers, or pharmacies*)
- AI-generated translations for diagnosis documents and prescriptions will be available upon request. Users may also opt for a human-reviewed translation to ensure accuracy.

2.3 User

"User" refers to any individual or entity accessing the H2 Platform, including:

- Patients (individuals using H2 services for healthcare consultations, prescriptions, and diagnostics)
- Healthcare Providers (medical professionals, clinics, and healthcare facilities registered on the platform)
- Pharmacies (licensed pharmacies fulfilling prescriptions issued through H2)
- Vendors (diagnostic centres, laboratories, and third-party service providers partnering with H2)
- Partners (insurance providers, employer-sponsored healthcare schemes, and other third-party entities collaborating with H2)

2.4 Medical Practitioner



"*Medical Practitioner*" refers to licensed and registered healthcare professionals using the H2 Platform to provide medical consultations, issue prescriptions, or refer patients for diagnostic services. This may include:

- General Practitioners (GPs)
- Specialists (e.g., dermatologists, cardiologists, endocrinologists)
- Mental health professionals (psychiatrists, therapists)
- Pharmacists (for prescription verification and medication counseling)
- Any other qualified and certified medical professional authorized under applicable healthcare regulations.

2.5 Healthcare Provider

"*Healthcare Provider*" refers to any medical professional, clinic, hospital, or healthcare facility registered on the H2 Platform to provide healthcare services, including telehealth consultations, referrals, and diagnostic services.

2.6 Vendor

"*Vendor*" refers to any third-party service provider offering diagnostic, laboratory, imaging, or healthcare-related services through the H2 Platform. This includes but is not limited to:

- Medical laboratories
- Diagnostic imaging centers
- Specialist clinics providing second-opinion consultations
- Any authorized entity providing non-prescription medical services via H2.

2.7 Partner

"*Partner*" refers to any third-party organization collaborating with H2 to enhance and expand healthcare services. This includes, but is not limited to:

- Insurance companies (*for covered healthcare schemes and reimbursement programs*)
- Employers (*for corporate healthcare plans and employee wellness programs*)
- Pharmacies (*partnered entities fulfilling prescriptions issued through the H2 platform*)
- Healthtech service providers (*integrating wearable health devices, remote monitoring tools, or digital health solutions with H2*)
- Medical device companies (*providing health monitoring tools such as oxygen sensors, heart rate monitors, and smart diagnostic devices that integrate with the platform*)
- Non-Governmental Organizations (NGOs) (*collaborating on public health initiatives, subsidized healthcare programs, and accessibility-focused services*)
- Other third-party healthcare schemes and benefit providers
- Future Marketplace Partners (*vendors offering healthcare-related products and services through an integrated marketplace on the H2 platform, once implemented*)

2.8 Prescription

"*Prescription*" refers to an electronic or physical document issued by a licensed medical practitioner via the H2 Platform, authorizing a patient to obtain medication from a licensed pharmacy.

Prescriptions are subject to:

- Regulatory restrictions on controlled substances (*Certain medications may require additional verification or may not be prescribed remotely.*)
- Verification by partner pharmacies before dispensing (*Partner pharmacies reserve the right to decline fulfillment if the prescription does not meet local regulatory standards.*)
- Jurisdictional healthcare regulations (*Prescriptions issued through H2 comply with the regulations of the issuing country, but acceptance in other countries is not guaranteed.*)

Cross-Border Prescription Acknowledgment:

- Patients must verify whether an H2-issued prescription is legally recognized in their country before attempting to fill it.
- In some jurisdictions, such as Spain, digital prescriptions may be accepted without additional doctor approval.
- In other jurisdictions, such as the UK, a local General Practitioner (GP) may need to review the diagnosis and issue a legally valid prescription before the medication can be dispensed.
- H2 is not responsible if a prescription issued on the platform is not accepted in a specific country due to differences in national healthcare regulations.

Prescription Verification and Translation:

- All prescriptions will include a QR code for verification, allowing pharmacies and healthcare providers to authenticate the document.
- Patients may request an AI-generated translation of their prescription into their desired language, ensuring accessibility in cross-border healthcare scenarios.
- Translated prescriptions will also contain a QR code for verification, ensuring that the translation accurately reflects the original prescription.

2.9 Patient Account

"Patient Account" refers to a registered user profile on the H2 Platform used by individuals to:

- Book and manage medical consultations
- Access electronic prescriptions
- Schedule and review diagnostic tests
- Manage payment and subscription details

2.10 Subscription

"Subscription" refers to a paid service plan on the H2 Platform, available for patients, healthcare professionals, and clinics, offering exclusive benefits based on the selected plan.

- Patients can subscribe to monthly or annual plans to access telehealth consultations, prescriptions, and diagnostics, with additional benefits such as priority booking and AI-assisted health tracking.
- Healthcare Professionals (Doctors & Medical Practitioners) can subscribe to premium accounts that offer priority patient matching, advanced telehealth tools, and compliance support.



- Clinics & Healthcare Institutions can opt for multi-practitioner subscriptions, enabling centralized patient management, integrated scheduling, and access to H2's pharmacy and diagnostic network.

Subscription terms, pricing, and features may vary based on jurisdiction and plan selection.

2.11 Pay-As-You-Go (PAYG)

"*Pay-As-You-Go*" refers to a one-time payment model that allows users to access telehealth consultations on the H2 Platform without a subscription.

PAYG pricing applies per consultation, with terms and availability subject to jurisdictional regulations.

2.12 Healthcare Scheme

"*Healthcare Scheme*" refers to a plan offered by an employer, insurer, or third-party partner, allowing eligible users to access H2 services as part of their benefits package, where applicable.

2.13 Acceptable and Fair Use Policy

"*Acceptable and Fair Use Policy*" refers to the set of rules governing how users, healthcare providers, pharmacies, and vendors interact with the H2 Platform. It includes restrictions on fraudulent use, appointment cancellations, and misuse of medical services. A maximum of three appointment cancellations is allowed per user or doctor.

2.14 Data Protection Laws

"*Data Protection Laws*" refers to all applicable laws and regulations governing the collection, processing, and storage of user data, including:

- UK GDPR (Data Protection Act 2018)
- EU GDPR (Regulation (EU) 2016/679)
- CCPA (California Consumer Privacy Act)
- HIPAA (Health Insurance Portability and Accountability Act, applicable for US users)

2.15 Termination of Account

"*Termination of Account*" refers to the process by which a user's access to the H2 Platform is permanently revoked, either voluntarily by the user or involuntarily due to a breach of terms.

3. Contact Information

3.1 How Users Can Contact H2 Support

H2 provides multiple channels for users to request assistance, report issues, or seek information. Users can contact H2 Support through the following methods:

- Email: For general inquiries, technical support, or account-related matters, users can reach out to support@my-health.today



- WhatsApp Support: Users can contact our support team via WhatsApp at [insert WhatsApp number], available during business hours.
- In-Platform Support: Registered users can submit support requests through the H2 Platform's Help Center within their account dashboard.
- Mailing Address: Official correspondence can be sent to My Health Today LTD, 7 Bell Yard, London, WC2A 2JR, United Kingdom.

For privacy, security, and regulatory concerns, users may contact our Data Protection Officer (DPO) at DPO@my-health.today

3.2 How H2 Communicates with Patients, Providers, and Vendors

H2 communicates with users through the following official channels:

- Email Notifications: Users receive account updates, appointment confirmations, consultation summaries, and policy changes via their registered email.
- WhatsApp Messages: Important notifications, appointment reminders, and customer support responses will be sent via WhatsApp.
- In-Platform Notifications: Service-related updates, status changes, and alerts will be available within the H2 app or website dashboard.
- Partner & Vendor Communications: Healthcare providers, pharmacies, and vendors will receive operational updates, compliance notices, and partnership-related information through their dedicated email and H2's provider portal.

Users can manage their notification preferences directly from their account settings, except for essential service-related messages required for platform functionality and regulatory compliance.

4. Services Provided

H2 is a digital healthcare platform that facilitates telehealth consultations, prescription management, and diagnostic referrals, ensuring accessible and high-quality medical care for patients. While H2 enables virtual healthcare interactions, it does **not function as a medical device**, provide automated diagnoses, or replace professional medical judgment. All medical decisions and treatments are made solely by licensed healthcare professionals.

4.1 Description of H2's Online Healthcare Services

The H2 Platform allows users to:

- Book and attend telehealth consultations with licensed medical professionals.
- Receive e-prescriptions following a consultation, subject to medical necessity and jurisdictional regulations.
- Access diagnosis documents with QR code verification for authenticity.
- Request AI-powered translations of medical documents, based on their subscription plan, with an option for human review where applicable.
- Obtain referrals for diagnostic tests and specialist care, where available.

H2 operates as a facilitator of healthcare services, ensuring patients can connect with qualified practitioners in a secure and compliant manner.

4.2 Scope of Medical Professionals

H2 provides access to licensed healthcare professionals, including:

- General Practitioners (GPs) for primary care consultations.
- Specialists (e.g., dermatologists, cardiologists, endocrinologists, psychiatrists, therapists, counsellors, and other mental health professionals).
- Pharmacists (for prescription verification and medication guidance, where applicable).
- Other certified healthcare providers, depending on jurisdictional regulations.

All medical practitioners must be registered and licensed within their respective countries of practice.

4.3 Availability of Consultations (Video/Telehealth)

- Consultations are conducted via video calls through the H2 Platform.
- Appointment availability depends on doctor schedules and user location.
- Asynchronous consultations (chat-based medical assessments) may be available for select services.
- No in-person consultations are provided through H2.

4.4 Language of Consultations and Translation Services

- Consultations are conducted in the patient's preferred language, with users having the ability to select a practitioner who speaks their desired language.
- Prescriptions and follow-up documents will be generated in the same language as the consultation.
- Patients may request AI-generated translations of their documents into other languages, based on their subscription plan.
- Human-reviewed translations are available upon request and according to the user's plan, or at an additional charge if not included.
- QR codes on translated documents allow verification of the original content.

4.5 Prescription Services (E-Prescriptions, Medication Fulfillment, Regulatory Compliance)

- E-prescriptions are issued after a consultation, where medically appropriate.
- Prescription validity is subject to jurisdictional regulations, and patients are responsible for verifying whether their prescription is legally recognized in their country.
- Where available, prescriptions may be fulfilled by partner pharmacies.
- Patients may be required to visit a local General Practitioner (GP) to convert their prescription into a locally accepted format in certain countries (e.g., the UK).

H2 does not issue prescriptions for controlled substances and complies with local regulations regarding medication safety.

4.6 Diagnostic and Laboratory Service Integration

- Medical professionals can provide referrals for diagnostic tests (e.g., blood tests, imaging, screenings).
- H2 does not currently offer in-platform diagnostic testing, but users can arrange tests independently based on doctor referrals.
- Future marketplace integration may allow users to book and pay for diagnostic tests through the H2 Platform.

Patients should consult local healthcare providers for laboratory and imaging services.

4.7 Healthcare Scheme and Insurance Coverage Options

- H2 is currently a self-pay platform.
- In the future, healthcare schemes and insurance coverage may be integrated to allow:
 - Employer-sponsored healthcare plans.
 - Private insurance reimbursement for consultations and prescriptions.
 - Partnerships with third-party healthcare schemes.
- Users will be notified if healthcare scheme integrations become available.

4.8 Limitations of H2's Services

H2 operates as a telehealth platform and has the following limitations:

- No emergency care: **H2 does not provide urgent or life-threatening medical** assistance. In case of an emergency, users must contact local emergency services.
- Regulatory restrictions: Certain services, including prescriptions and referrals, may be subject to jurisdictional healthcare regulations.
- No in-person visits: All consultations are conducted remotely.
- Medical suitability: H2 may decline to provide consultations for certain complex conditions requiring physical examinations.

Users are responsible for understanding the limitations of telehealth services and seeking appropriate medical care when needed.

5. Accessing Our Services

This section outlines the eligibility criteria, access methods, and user requirements for using the H2 Platform.

5.1 Eligibility Criteria

To access H2's healthcare services, users must meet the following eligibility requirements:

Age Requirement: Users must be 18 years or older to create an account and use the platform. Minors (under 18) are not permitted to use H2's services.

Residency: The H2 Platform is accessible to users in jurisdictions where telehealth services are legally permitted. Users are responsible for ensuring that their location allows remote consultations and digital prescriptions.

Medical History Considerations:

- H2 does not provide medical services for emergency conditions or life-threatening situations.
- Certain pre-existing conditions may require in-person evaluation and may not be suitable for telehealth services.
- Medical professionals on the platform may decline to provide treatment if they determine that a patient's condition requires in-person care.

5.2 Healthcare Scheme Access (For Partnered Employers, Insurers, or Third-Party Plans)

- H2 services may be available through an employer-sponsored healthcare plan, private insurance, or a partnered organization (where applicable).
- Users accessing H2 under a healthcare scheme must comply with the specific terms of their plan, including service limitations, appointment allowances, and eligibility criteria set by their provider.
- H2 is not responsible for insurance approvals, reimbursements, or claim denials. Patients must verify coverage details directly with their insurance provider.

5.3 Subscription-Based Access

Users may opt for a subscription plan to access H2's services based on a monthly or annual payment model. Subscription plans may include:

- Consultations with medical professionals (*availability and number of consultations depend on the selected plan*).
- Access to prescription services and referrals (*subject to jurisdictional regulations*).
- AI-powered translation services (*availability depends on the subscription tier*).
- Additional premium features such as priority booking and dedicated customer support.

Subscription auto-renewal:

- Subscriptions automatically renew at the end of the billing period unless canceled before the renewal date.

5.4 Pay-As-You-Go (PAYG) Access

For users who prefer flexibility without a subscription, H2 offers a Pay-As-You-Go (PAYG) model, allowing one-time payments for individual services.

- Users pay per consultation and receive a free e-prescription if medically necessary.
- Diagnostic referrals may be provided during consultations, but users must arrange and pay for tests independently.
- PAYG users receive one free document translation into a single language. Additional translations will be available at an extra cost.

5.5 User Account Creation and Identity Verification

To access H2's services, users must create an account and complete identity verification to ensure security and regulatory compliance.

- Account Registration: Users must provide a valid email address, phone number, and personal details (e.g., full name, date of birth, address).
- Identity Verification: Users may be required to upload government-issued ID (passport, national ID, or driver's license) for verification.
- Fraud Prevention: H2 reserves the right to suspend or terminate accounts if false information is provided.

Users are responsible for keeping their account information up to date, including contact details, medical history, and preferred pharmacy information.

6. Payments, Subscriptions, and Refunds

This section outlines the pricing structure, payment methods, subscription terms, auto-renewal policies, and refund conditions for accessing H2's services.

6.1 Pricing Structure

H2 offers a flexible pricing model based on the selected service type:

- Subscription Plans: Users can subscribe to a monthly or annual plan to access consultations and additional features based on the selected tier.
- Pay-As-You-Go (PAYG) Model: Users can access individual consultations with one-time payments without committing to a subscription.
- Additional Services: Certain features, such as additional document translations, may be charged separately if they are not included in the user's subscription plan.
- Platform Maintenance Fee: A 10% platform maintenance fee will be applied to each transaction to cover operational and system maintenance costs.

All pricing details, including subscription tiers, PAYG fees, and additional service costs, are displayed on the H2 Platform's pricing page.

6.2 Payment Methods Accepted

H2 accepts the following secure payment methods:

- Credit and Debit Cards (*Visa, Mastercard, American Express*)
- Stripe Payment Processing (*All transactions are securely processed through Stripe.*)
- Bank Transfers (*Available for select transactions and may require additional processing time.*)

6.2.1 Bank Transfer Details

For users opting to pay via bank transfer, payments must be sent to the following account:

GBP Bank Account

- Account Name: My Health Today LTD
- Account Number: 36736439
- Sort Code: 23-08-01
- IBAN: GB73TRWI23080136736439
- SWIFT/BIC: TRWIGB2LXXX
- Bank Name & Address: Wise Payments Limited, 1st Floor, Worship Square, 65 Clifton Street, London, EC2A 4JE, United Kingdom

EUR Bank Account

- Account Name: My Health Today LTD
- IBAN: BE69905425691678
- SWIFT/BIC: TRWIBEB1XXX
- Bank Name & Address: Wise, Rue du Trône 100, 3rd floor, Brussels, 1050, Belgium

6.2.2 Important Bank Transfer Instructions

- Users must include their full name and unique reference number (provided during checkout) in the payment reference field when making a bank transfer.
- Bank transfers may take up to 14 business days to process. Services will only be activated once the payment is confirmed.
- Users should email proof of payment (bank receipt or transaction confirmation) to payments@my-health.today for faster processing.

6.3 Subscription Renewals, Auto-Renewal, and Cancellations

6.3.1 Subscription Renewals & Auto-Renewal Policy

- Subscriptions automatically renew at the end of the billing period (monthly or annually).
- The renewal payment will be charged to the payment method on file unless the user cancels before the renewal date.
- H2 does not issue renewal reminders unless required by applicable laws.

6.3.2 Subscription Cancellations

- Users may cancel their subscription at any time via the H2 Platform's account settings.
- Cancellation will take effect at the end of the current billing cycle, meaning users will retain access to their plan's benefits until the subscription period expires.
- No refunds are provided for partial use of a billing period.

6.4 Refund Policy and Conditions

H2 maintains a transparent refund policy based on the type of service purchased:

6.4.1 Subscription Refunds

- Users may request a full refund within 14 days of purchasing a new subscription, provided they have not used any services during this period.
- If any consultation has been completed, no refund will be issued, even if the user is still within the 14-day cancellation window.
- Subscription fees are non-refundable once the billing period has started, except where required by applicable law.

6.4.2 PAYG Consultation Refunds

- No refunds are provided for completed consultations.
- Refunds may be issued only in the following cases:
 - The consultation did not take place due to technical issues caused by H2.
 - The appointment was canceled by H2 or the assigned medical professional.
 - The user canceled the consultation at least 24 hours in advance (where applicable).

6.4.3 Additional Services Refunds

- Fees for document translations or other premium services are non-refundable once the service has been fulfilled.
- Refunds may be considered in cases of service failure, such as an incorrect or unusable document translation (subject to review).

6.5 Disputed Payments and Chargebacks

- Unauthorized chargebacks without prior contact may result in account suspension or service restrictions.
- Users who believe they were incorrectly charged or wish to request a refund for additional services (such as document translations) must contact H2 Refund Support in writing by email at refunds@my-health.today before initiating any chargeback or dispute with their bank or payment provider.
- **Unauthorized chargebacks** initiated without prior contact may result in: **Account suspension or Restricted access to platform services.**

7. Acceptable and Fair Use Policy

This chapter defines the responsibilities and restrictions for all users of the H2 Platform, including patients, medical professionals, vendors, pharmacies, and partners. It ensures fair, ethical, and legal use of the platform while protecting the integrity of H2's healthcare services.

7.1 User Responsibilities When Using the Platform

All users of the H2 Platform agree to:

- Use the platform in good faith and comply with all applicable laws and regulations.
- Provide accurate and truthful information, including identity details, medical history, and payment information.



- Maintain confidentiality and privacy, ensuring that medical and personal data are not misused. Healthcare professionals and platform personnel are strictly prohibited from sharing patient data or consultation details outside the H2 Platform unless required by law.
- Follow consultation and prescription guidelines as determined by healthcare professionals. H2 acts as a facilitator and holds no responsibility for the medical decisions, prescriptions, or advice provided by professionals on the platform.
- Respect all users on the platform, including medical professionals, pharmacies, vendors, and other patients. All users must engage respectfully in chats, consultations, and transactions.
- H2 has a zero-tolerance policy for abuse, harassment, or inappropriate behavior towards medical professionals, platform personnel, or other users. Any form of disrespect, including verbal abuse, discriminatory behavior, or threats, may result in immediate account suspension or termination.

H2 reserves the right to restrict or terminate access for users who fail to comply with these responsibilities.

7.2 Restrictions on Account Sharing or Fraudulent Activities

To protect data security and maintain service integrity, users must NOT:

- Share their account credentials or allow unauthorized persons to access their H2 account.
- Register multiple accounts to bypass subscription limitations or other platform rules.
- Impersonate another user or provide false identity information to obtain services unlawfully.
- Engage in fraudulent payment activities, such as unauthorized chargebacks or credit card fraud.
- Abuse the platform by attempting to manipulate service availability or pricing.

Violations of these restrictions may result in account suspension, financial penalties, and legal action where applicable.

7.3 Appointment Cancellation and No-Show Policies

To ensure fair access to medical services, users must adhere to the following policies regarding appointment cancellations and no-shows:

- Cancellations:
 - Users may cancel an appointment at least 24 hours before the scheduled time to receive a refund or reschedule.
 - Cancellations made within 24 hours of the appointment will not be refunded.
- No-Shows:
 - A no-show occurs when a patient fails to attend an appointment without prior cancellation.
- Provider No-Show:
 - If a healthcare provider fails to attend a scheduled consultation, users will receive a full refund or rescheduled appointment at no extra cost.
 - H2 may review and take disciplinary action against providers who frequently miss scheduled appointments.



Repeated violations may result in temporary or permanent account suspension.

7.4 Prohibited Actions for Providers, Vendors, and Partners

All doctors, vendors, and business partners using the H2 Platform are required to operate ethically and in compliance with regulations. The following actions are strictly prohibited:

7.4.1 Medical Professionals (Doctors, Clinics, Specialists)

- Issuing prescriptions without proper evaluation or failing to comply with regulatory standards.
- Providing misleading medical advice or services outside their licensed jurisdiction.
- Practicing without proper licensure or failing to maintain updated credentials.
- Repeatedly missing scheduled appointments without valid reasons.

7.4.2 Vendors & Business Partners

- Falsifying service claims or providing substandard diagnostic services.
- Improperly handling patient data or failing to comply with GDPR, HIPAA, or other privacy regulations.
- Unlawfully marketing or soliciting users for services outside of approved H2 agreements.

7.5 Consequences of Violations

H2 enforces strict penalties for breaches of this Acceptable and Fair Use Policy, including:

1. Account Suspension or Termination: Users, providers, or partners may have their accounts restricted or permanently removed for violating platform rules.
2. Financial Penalties: Unauthorized chargebacks, fraudulent claims, or abusive practices may result in financial penalties or recovery of losses.
3. Legal Action: H2 reserves the right to pursue legal claims against users or partners engaging in fraudulent or unlawful activities.
4. Reporting to Regulatory Authorities: Providers who fail to comply with medical regulations may be reported to their respective licensing or regulatory bodies.

Repeated violations will result in permanent platform bans and potential legal consequences.

8. Medical Consultations and Prescriptions

This section outlines the scope of medical services, prescription policies, user responsibilities, and referral options available on the H2 Platform. H2 serves as a facilitator of healthcare services but holds no responsibility for the accuracy of medical outcomes, prescription fulfillment, or external referrals.

8.1 Medical Services Offered

The H2 Platform provides telehealth services delivered by licensed healthcare professionals. Services include:

- General Medical Consultations (*via video or chat with licensed medical practitioners*)

- Specialist Consultations (*where available, including mental health professionals, nutritionists, and other specialists*)
- E-Prescriptions (*issued under UK laws, where legally permitted, and subject to pharmacy acceptance*)
- Referral Recommendations (*for external specialists, hospitals, diagnostic centers, or laboratories*)
- Medical Documentation (*issuance of digital diagnostic papers, sick notes, and consultation summaries with verification options such as QR codes*)

Important Notice:

- Medical documentation provided by H2 doctors may not be legally recognized by employers, government agencies, or medical institutions in certain jurisdictions. Users are responsible for verifying its validity in their country or workplace.
- H2 does not provide emergency medical care or treatment for life-threatening conditions. Users experiencing severe symptoms should seek immediate in-person medical attention.

8.2 Prescription Policy

8.2.1 Prescription Availability

- Prescriptions issued through H2 are provided only after an online consultation with a licensed medical professional.
- The prescribing doctor may issue a prescription, but the fulfillment of that prescription is subject to local pharmacy rules and regulations. If the country does not accept online prescriptions, it is the patient's responsibility to consult a local GP for an in-person evaluation and issuance of a valid prescription.
- E-Prescriptions are issued under UK laws but may not be accepted in certain jurisdictions or by certain pharmacies.
- Pharmacies reserve the right to reject any prescription based on their internal policies and professional discretion. H2 has no authority over a pharmacy's decision to fulfill or reject a prescription.
- Prescriptions issued through H2 include a QR code for verification and can be translated into different languages based on the user's subscription plan.

8.2.2 Controlled Substances and Prescription Restrictions

- H2 does not prescribe controlled substances, narcotics, opioids, or any medication subject to abuse.
- High-risk medications may require additional documentation or in-person consultations. H2 does not guarantee that prescriptions for such medications will be issued via telehealth.
- Doctors on the platform hold full discretion to refuse a prescription if they determine it is unsafe, unnecessary, or not compliant with regulations.

Disclaimer: H2 is not responsible if a pharmacy denies a prescription or if the prescribed medication is unavailable in a user's region.

8.2.3 Controlled Substances and Prescription Restrictions

- H2 does not prescribe controlled substances, narcotics, opioids, or any medication subject to abuse.
- High-risk medications may require additional documentation or in-person consultations. H2 does not guarantee that prescriptions for such medications will be issued via telehealth.
- Doctors on the platform hold full discretion to refuse a prescription if they determine it is unsafe, unnecessary, or not compliant with regulations.

Disclaimer: H2 is not responsible if a pharmacy denies a prescription or if the prescribed medication is unavailable in a user's region.

8.3 User Responsibilities

Users must:

- Provide complete and accurate medical history before a consultation.
- Disclose all pre-existing conditions, allergies, and medications they are currently taking.
- Understand that failure to disclose medical history may lead to misdiagnosis or inappropriate treatment.
- Acknowledge that all medium- to high-risk diagnoses should be double-checked with a local GP or specialist.
- Understand that life-threatening conditions require emergency medical attention (e.g., A&E or urgent care centers).
- Follow prescription instructions and dosage recommendations as prescribed by their doctor.
- Not misuse or alter prescriptions issued through the platform.

Liability Disclaimer:

- H2 is not responsible for the accuracy of medical diagnoses if a user provides incomplete or inaccurate medical history.
- H2 does not guarantee the medical outcome of a consultation and advises all users to consult a local GP for follow-up assessments.
- Misuse of prescriptions or failure to comply with medical advice is solely the user's responsibility.

Failure to comply with these responsibilities may result in account restrictions or denial of further consultations.

8.4 Referral Services

H2 doctors may recommend that a user seek further evaluation through:

- Specialist Consultations (*e.g., cardiology, dermatology, mental health support, etc.*)
- Diagnostic Tests (*e.g., blood tests, imaging, screenings – subject to availability in the user's region*)
- Hospital Referrals (*where medically required, users may be referred to in-person care providers, but H2 does not guarantee admission or cost coverage*)

User Responsibilities for Referrals:

- Users are responsible for verifying the acceptance of referral documents in their region.
- Costs of diagnostic tests, hospital visits, or specialist consultations are the user's responsibility.

- H2 does not coordinate or guarantee third-party services.

8.5 Translation Disclaimer & Limitations

AI-powered translations of medical documents (including prescriptions, Medical Consultation Summary, diagnoses, and referrals) are provided for informational purposes only. While we strive for accuracy, H2 cannot guarantee 100% precision in automated or human-reviewed translations.

These translated versions do not replace the original medical documentation issued during your consultation and should not be solely relied upon for medical, legal, or regulatory purposes.

It is your responsibility to verify the accuracy and appropriateness of any translated document before presenting it to local authorities, healthcare providers, or third parties.

H2 is not liable for any misunderstandings, misinterpretations, or outcomes resulting from translated documents.

8.6 Disclaimer on Medical Outcomes and Responsibilities

H2 is not responsible for:

- The accuracy of diagnoses—all significant medical conditions should be double-checked by an in-person healthcare provider.
- The outcome of prescribed treatments or medications.
- The availability of specialists, hospitals, or diagnostic services outside the platform.
- The acceptance of prescriptions or referrals by external healthcare providers.

9. Healthcare Providers (Doctors, Clinics) – Terms of Use

This chapter outlines the eligibility requirements, responsibilities, and restrictions for healthcare providers (including individual doctors and clinics) using the H2 Platform. All medical professionals must comply with regulatory standards, maintain ethical conduct, and follow H2's policies to ensure patient safety and legal compliance.

9.1 Eligibility Criteria

To practice on the H2 Platform, healthcare providers (doctors, clinics, and medical practitioners) must:

- Hold a valid medical license issued by a recognized medical authority in their country of practice.
- Be registered with the relevant regulatory body (e.g., General Medical Council (GMC) in the UK, Medical Councils in respective countries).
- Comply with telehealth regulations applicable to their jurisdiction.
- Have professional liability insurance where required by law.
- Undergo identity verification and credential checks during the onboarding process.
- Ensure continued compliance with ongoing licensing requirements and submit proof of renewal as required by H2.

H2 reserves the right to suspend or terminate access if a provider fails to meet eligibility requirements.

9.2 Account Creation and Verification

To join H2 as a provider, doctors and clinics must:

1. Complete the online registration process, providing:
 - Full name, medical license number, and issuing authority.
 - Proof of identity (passport, national ID, or equivalent).
 - Proof of professional registration with the appropriate medical council.
 - Valid malpractice or professional liability insurance.
 - Additional certifications or specialties (if applicable).
2. Undergo identity and credential verification by H2's compliance team.
3. Agree to abide by H2's Telehealth Guidelines and Terms of Use.
4. Maintain an updated provider profile, ensuring that all details remain accurate and compliant with licensing regulations.

9.3 Obligations and Responsibilities of Doctors/Clinics

All registered healthcare providers on H2 must:

9.3.1 Conducting Telehealth Consultations

- Conduct ethical and professional consultations in compliance with medical and telehealth regulations.
- Provide accurate diagnoses and medical advice, ensuring that patient safety is prioritized.
- Only prescribe treatments within the legal and professional scope of telemedicine.

9.3.2 Issuing Valid Prescriptions

- Prescriptions must be based on a thorough consultation and patient symptoms.
- Providers must verify patient medical history before issuing prescriptions.
- Prescriptions for controlled substances, narcotics, and high-risk medications are strictly prohibited.
- All prescriptions must comply with local and international pharmaceutical regulations.
- Pharmacies reserve the right to accept or reject prescriptions based on internal policies. H2 is not responsible for pharmacy acceptance.

9.3.3 Documentation and Medical Records

- Doctors must write a consultation summary that includes the key points of the consultation.
- This summary must be completed within 30 minutes after the consultation and shared as a digital document called "Diagnosis."
- Failure to complete the summary within the required timeframe may result in restrictions on further consultations.
- Consultation notes must be securely stored and comply with GDPR, HIPAA, and local data protection laws.

- The healthcare provider is strictly prohibited from taking screenshots, downloading, or storing any proprietary and confidential patient data outside the platform. Any such actions will be considered corporate espionage and may result in legal action and permanent account termination.
- Consultation records must be retained for the legally required period based on regulatory requirements in the provider's jurisdiction.

9.3.4 Ensuring Patient Confidentiality

- Comply with GDPR, HIPAA, and all relevant data protection laws.
- Never disclose patient information outside the H2 Platform, except when required by law or authorized by the patient.
- Use secure channels for communication to prevent unauthorized data access or leaks.

Failure to comply with documentation, prescription, or data security policies may result in immediate account suspension or legal action.

9.3.5 Emergency Advisory Obligation for Healthcare Providers

1. Mandatory Verbal Emergency Advisory

- If, during a consultation, a healthcare provider determines that a user requires urgent or emergency medical care, they must verbally inform the patient and advise them to seek immediate emergency assistance.
- The provider must ensure the patient understands the urgency and is aware that telehealth is not a substitute for emergency medical care.

2. Documentation of Emergency Advisory

- The provider must document the emergency recommendation in the consultation summary. This should include:
 - The reason for the emergency advisory.
 - A note confirming the patient was verbally advised to seek emergency care.
 - Any relevant supporting details, if applicable.
- This documentation serves as a medical record but does not place liability on H2 if the user does not seek emergency care.

3. Platform and Liability Disclaimer

- H2 does not provide emergency healthcare services.
- H2 is not responsible for ensuring users follow emergency recommendations given by healthcare providers.
- Providers must clearly state to users that they need to contact emergency services or visit the nearest hospital immediately.

This ensures that doctors are fully responsible for communicating emergency advisories while protecting H2 from liability risks.

9.4 Prohibited Conduct

Healthcare providers must NOT engage in the following activities:

9.4.1 Misuse of Patient Data

- Sharing, selling, or disclosing patient information outside the platform without legal justification.
- Using patient data for unauthorized research, advertising, or third-party partnerships.

9.4.2 Prescription Violations

- Issuing prescriptions without proper medical assessment.
- Prescribing controlled substances, narcotics, or restricted medications, except where explicitly permitted by applicable laws.
- Issuing fraudulent or pre-dated prescriptions for personal gain.

9.4.3 Practicing Outside Regulatory Boundaries

- Providing medical services without proper licensing.
- Offering medical opinions on conditions outside their area of expertise.
- Providing misleading or inaccurate medical information.

9.4.4 Unprofessional Conduct

- Using offensive, discriminatory, or inappropriate language during consultations or interactions with patients.
- Failing to show up for scheduled consultations without proper notice (Providers who frequently miss appointments may face penalties).
- Soliciting or coercing patients for additional services outside the H2 Platform.

Any provider found violating these rules will face immediate disciplinary action, including potential legal consequences.

9.5 Termination of Provider Account

H2 reserves the right to suspend or permanently terminate a healthcare provider's account under the following circumstances:

- Breach of these terms (e.g., malpractice, unethical conduct, prescription violations).
- Loss or expiration of medical license without renewal.
- Misuse of the platform for fraudulent activities.
- Failure to maintain professional standards (e.g., repeated patient complaints, misconduct, data breaches).
- Legal or regulatory enforcement action against the provider.

9.5.1 Financial Penalties for Policy Violations



- Providers who miss scheduled consultations without prior cancellation will be fined 10% of the consultation fee.
- Severe violations (fraud, malpractice) may result in complete forfeiture of outstanding earnings and legal action.

Terminated providers may appeal their case within 30 days by submitting a formal request to H2's compliance team.

10. User Data, Privacy, and Security

H2 is committed to protecting user privacy and ensuring data security in compliance with GDPR (UK & EU), CCPA (California), HIPAA (US), and other relevant data protection regulations. This chapter explains how user data is collected, processed, and shared, outlines confidentiality measures, and defines data retention policies applicable to the H2 Platform.

10.1 Compliance with Data Protection Laws

H2 follows strict data protection and privacy regulations, including but not limited to:

- General Data Protection Regulation (GDPR) (UK & EU) – Ensures lawful processing, transparency, and user rights over personal data.
- California Consumer Privacy Act (CCPA) (US) – Grants California residents control over their personal information.
- Health Insurance Portability and Accountability Act (HIPAA) (US) – Governs the handling of protected health information (PHI) in the US.

10.1.1 Core Privacy Principles

- H2 operates based on the following principles:
- Lawfulness, Fairness, and Transparency – Data is collected and processed lawfully and transparently.
- Purpose Limitation – Data is used only for legitimate healthcare services and is not sold or used for advertising.
- Data Minimization – Only the necessary data required to provide healthcare services is collected.
- Security & Confidentiality – Strict encryption, access control, and security protocols protect user data.
- User Rights – Users can access, correct, delete, or transfer their data as permitted by law.

10.2 How User Data is Collected, Processed, and Shared

H2 collects and processes user data only to provide healthcare services. Personal data is never sold to third parties.

10.2.1 What Data is Collected?

H2 collects the following data categories:



- Identity Data: Full name, date of birth, contact details, government-issued IDs (for verification).
- Health Data: Medical history, symptoms, prescriptions, consultation records, diagnostic test results.
- Technical Data: IP address, device information, browser type, location (if required for compliance or emergency services).
- Financial Data: Payment details (processed securely through Stripe, H2 does not store credit/debit card information).

10.2.2 How is User Data Processed?

User data is processed for the following purposes:

- Facilitating telehealth consultations (*video, chat, or phone calls with doctors*).
- Issuing e-prescriptions (*where legally permitted*).
- Generating medical documentation (*e.g., diagnostic reports, referrals, sick notes*).
- Processing payments for services (*subscriptions or pay-as-you-go consultations*).
- Providing customer support and platform notifications.
- Verifying user identity and ensuring compliance with healthcare regulations.

H2 does not engage in automated decision-making that significantly impacts users (e.g., AI-only diagnoses without human review).

10.2.3 How is User Data Shared?

H2 only shares user data when necessary for medical, regulatory, or operational purposes, including:

Who Receives Data?	Purpose
Medical Providers (Doctors, Clinics)	To conduct telehealth consultations and issue medical records.
Pharmacies (where applicable)	To verify prescriptions and dispense medications.
Laboratories & Diagnostic Centers (where integrated)	To process medical test results.
Regulatory Authorities (when legally required)	Compliance with government healthcare reporting or fraud prevention.
Payment Processors (Stripe)	Secure processing of payments for subscriptions or consultations.

H2 does not sell, rent, or share personal data for marketing or commercial purposes.

10.3 Confidentiality of Medical Consultations

All medical consultations conducted on the H2 Platform are confidential and securely stored.

- Doctor-Patient Privilege: Healthcare professionals are legally bound by confidentiality laws and cannot share consultation details outside the platform without explicit user consent.
- No Recording Policy: Users and doctors are prohibited from recording consultations without written consent from both parties.

- **Secure Communication Channels:** All consultations are encrypted end-to-end, preventing unauthorized access.
- **QR Code Verification:** Medical documentation issued via H2 (e.g., prescriptions, diagnostic reports) will include QR codes for verification by authorized institutions.

H2 has strict policies to prevent unauthorized screenshots, downloads, or external sharing of sensitive medical data. Any violation will result in legal action.

10.4 Data Retention Policy

H2 retains user data only for as long as necessary to provide healthcare services and comply with legal obligations.

10.4.1 Data Retention Periods

Type of Data	Retention Period	Legal Basis
Medical Records (Consultation Notes, Diagnoses, Prescriptions, Referrals)	10 years from last interaction	GDPR, HIPAA
User Identity & Contact Details	As long as the user has an active account	GDPR
Payment Records	7 years for financial compliance	UK/EU Tax Laws
Customer Support Interactions	3 years from last contact	GDPR Legitimate Interest
Technical Data (Logins, Device Info, IPs)	2 years for security & fraud prevention	GDPR, CCPA

Medical records cannot be deleted before the legally required retention period expires, even upon account closure.

10.4.2 User Rights on Data Retention

- Users have the right to:
 - Request a copy of their medical records.
 - Request correction of incorrect information.
 - Request deletion of non-medical data (e.g., account details) upon account closure.
 - Opt out of data sharing for non-essential services.

10.4.3 Account Closure & Data Handling

- Users can request account deletion at any time.
- H2 will delete non-medical data immediately.
- Medical records will be stored for the required period, even after account deletion.

Once the retention period expires, all user data is permanently deleted unless required by law for pending investigations.

11. Termination of Services and Account Deactivation

This chapter outlines the conditions under which patients, doctors, vendors, and other users can close their accounts on the H2 Platform. It also details the circumstances under which H2 may suspend or terminate an account due to violations of terms, non-compliance with regulatory standards, or fraudulent and unethical behavior.

11.1 Voluntary Account Closure by Users

Users, including patients, healthcare providers, vendors, and pharmacies, may choose to close their H2 accounts at any time by submitting a formal request through the platform or by contacting H2 Support at support@my-health.today.

11.1.1 Patients

- Patients may request account deletion through the account settings panel on the platform.
- Upon deletion, all non-medical data will be removed immediately, but medical records will be retained for the legally required period (as per GDPR, HIPAA, and other regulations).
- Patients may re-register at any time but will need to create a new account.

11.1.2 Healthcare Providers (Doctors, Clinics)

- Doctors and clinics who wish to deactivate their accounts must submit a 30-day notice to H2 support.
- Providers are required to fulfill all scheduled consultations before account closure.
- Incomplete or pending medical documentation must be finalized before termination.
- H2 reserves the right to retain consultation records for compliance purposes.
- If a provider wishes to return to the platform, they must undergo a full re-verification process.

11.1.3 Vendors and Partner Organizations

- Vendors, pharmacies, and partners can request contract termination by providing written notice as per the terms of their service agreement.
- Outstanding transactions must be settled before account closure.

All account closure requests require user authentication for security purposes.

11.2 H2-Initiated Account Suspension or Termination

H2 reserves the right to suspend or permanently terminate an account under certain conditions.

11.2.1 Violation of Terms of Use

An account may be immediately suspended or terminated if a user:

- Fails to comply with H2's Terms and Conditions, Acceptable Use Policy, or Privacy Policy.

- Engages in repeated abusive or inappropriate behavior toward doctors, patients, vendors, or H2 staff.
- Fails to maintain accurate user information, including fraudulent identity verification.

11.2.2 Non-Compliance with Regulatory Standards

- Healthcare providers who lose their medical license or fail to provide valid proof of registration may have their accounts immediately suspended until compliance is restored.
- Vendors and pharmacies failing to comply with healthcare, prescription, or product safety regulations may have their accounts terminated.
- Any user found in violation of data protection laws (GDPR, HIPAA, CCPA, etc.) may face account termination and legal action.

11.2.3 Fraudulent or Unethical Behavior

H2 has zero tolerance for fraud, deception, or unethical conduct. This includes:

- Falsifying patient or medical records (for healthcare providers).
- Issuing fraudulent prescriptions or engaging in prescription abuse.
- Misusing platform data for personal or commercial gain.
- Engaging in payment fraud, unauthorized chargebacks, or exploiting refund policies.
- Accessing or attempting to access unauthorized data or user accounts.

H2 reserves the right to report fraudulent or illegal activities to the appropriate legal or regulatory authorities.

11.3 Consequences of Account Suspension or Termination

Suspension / Termination Type	Effect on User
Temporary Suspension	Account access is restricted. Users may need to provide documentation to restore access.
Permanent Termination	The account is permanently closed, and re-registration is not permitted.
Legal Action & Reporting	In cases of fraud, regulatory violations, or criminal activities, H2 may report the user to authorities.

11.3.1 Financial Implications

- Subscription fees are non-refundable if termination is due to policy violations.
- Outstanding balances or disputes must be settled before account closure.
- Healthcare providers who fail to complete scheduled consultations may face financial penalties (e.g., 10% deduction of consultation fees).

11.4 Appeal Process for Suspended or Terminated Accounts



If an account is suspended or terminated, users may appeal the decision by submitting a formal request to H2 Support at support@my-health.today within 30 days of the decision.

- H2 will review appeals and respond within 10 business days.
- If an appeal is successful, the account may be reinstated under probationary conditions.
- Multiple violations will result in permanent termination with no appeal.

12. Liability and Disclaimers

This chapter defines H2's limitations of liability, disclaimers regarding medical services, and the platform's obligations related to service availability. H2 operates as a digital health platform facilitating telehealth consultations, prescriptions, and medical document processing, but does not replace in-person medical evaluations, emergency care, or hospital services.

12.1 Limitations of Liability for Telehealth Services

H2 provides a digital platform connecting users with licensed healthcare providers for medical consultations, prescriptions, and medical documentation. H2 itself does not provide medical services, make clinical decisions, or assume responsibility for medical outcomes.

By using the platform, users acknowledge and agree that:

1. Medical Advice is Provided by Independent Healthcare Providers
 - All medical consultations, prescriptions, and diagnoses provided through H2 are delivered by licensed third-party medical professionals, not by H2 itself.
 - H2 is not liable for any misdiagnosis, treatment decisions, or prescriptions made by independent healthcare professionals.
 - Users are encouraged to seek a second opinion for serious health conditions and not solely rely on online consultations.
2. Platform Limitations for Telehealth
 - Telehealth consultations may not always be sufficient for accurate diagnosis or treatment of certain medical conditions.
 - Users must follow the instructions provided by their doctor and seek in-person consultations when advised to do so.
 - H2 is not responsible for complications arising from failure to follow medical advice.
3. Prescription Limitations and Pharmacy Acceptance
 - Not all prescriptions issued through H2 may be accepted in every jurisdiction.
 - Users are responsible for verifying whether local laws and pharmacy policies allow fulfillment of e-prescriptions issued via telehealth.
 - H2 is not responsible if a prescription is rejected by a pharmacy due to local regulations or internal policies.



H2 does not provide medical malpractice insurance or legal representation for healthcare providers. Each provider is responsible for their own compliance with medical regulations.

12.2 Disclaimer Regarding Emergency Healthcare Situations

H2 is NOT an emergency medical service. Users experiencing a medical emergency must seek immediate help through emergency services (e.g., 999 in the UK, 112 in the EU, 911 in the US) or go to the nearest hospital.

1. Telehealth is NOT Suitable for Emergencies
 - H2 does not provide real-time emergency medical response, urgent care, or life-saving interventions.
 - Users experiencing chest pain, difficulty breathing, loss of consciousness, severe allergic reactions, or any life-threatening symptoms must call emergency services.
2. No Liability for Failure to Seek Emergency Care
 - H2 is not liable for adverse health outcomes if a user fails to seek emergency medical assistance when required.
 - Doctors on the H2 platform may refer a user to emergency services if they determine the condition is urgent, but H2 is not responsible for ensuring the user follows this advice.
3. Emergency Referrals
 - If a healthcare provider determines a user needs emergency care, they may provide a written advisory or referral note through the platform.
 - H2 is not responsible for the user's compliance with emergency referrals.

Users should always contact their local emergency services in case of urgent medical needs.

12.3 H2's Obligations for Service Downtime and Platform Issues

H2 strives to maintain a reliable and secure platform but does not guarantee uninterrupted access to its services. Users acknowledge that:

1. Planned Maintenance & Temporary Downtime
 - H2 may conduct scheduled maintenance or system updates that temporarily limit access to the platform.
 - Users will receive advance notice for planned maintenance whenever feasible.
2. Unforeseen Technical Failures
 - H2 is not liable for service interruptions due to events beyond its control, including but not limited to:
 - Server failures or cyberattacks
 - Internet disruptions
 - Third-party service outages (e.g., Stripe for payments, hosting providers, API integrations)



- H2 will make reasonable efforts to restore service as quickly as possible but does not guarantee immediate resolution.
3. Refunds for Service Downtime
- Users will not receive automatic refunds for temporary service unavailability.
 - If a paid consultation is disrupted due to a platform failure, users may request:
 - A rescheduled appointment at no extra cost.
 - A refund (if the issue was caused by an H2 technical failure and no alternative was provided).
4. Security & Data Breach Disclaimer
- H2 implements strict security measures (encryption, firewalls, access controls) to protect user data.
 - However, no system is 100% secure, and H2 is not liable for data breaches caused by external cyberattacks or third-party failures.
 - In case of a security breach, users will be notified as required by GDPR, HIPAA, and applicable regulations.

Users should report platform issues or suspected security concerns immediately to support@my-health.today

12.4 Indemnification Clause

By using H2, users agree to hold H2 harmless from liability for medical decisions, prescriptions, and third-party actions.

- Users assume full responsibility for following medical advice and prescriptions issued via the platform.
- Healthcare providers are solely responsible for the accuracy of their diagnoses, prescriptions, and treatment plans.
- H2 is not liable for disputes between users and third-party pharmacies, insurance providers, or medical specialists.

H2's total liability is limited to the amount paid by the user for the disputed service, and in no event shall H2 be liable for indirect or consequential damages.

13. Changes to These Terms

This chapter outlines H2's right to modify its Terms and Conditions, as well as how updates will be communicated to users to ensure transparency and compliance with applicable laws.

13.1 Right to Modify the Terms

H2 reserves the right to update, modify, or revise these Terms and Conditions at any time to reflect:

- Changes in legal or regulatory requirements (e.g., GDPR, HIPAA, CCPA updates).

- Updates to H2's platform, services, or pricing models.
- Adjustments for technical improvements, security enhancements, or new features.
- Modifications due to changes in third-party partnerships (e.g., pharmacies, laboratories, healthcare schemes).

Users are encouraged to review these Terms periodically to stay informed of any updates.

13.2 How Updates Will Be Communicated

When material changes are made to the Terms, H2 will notify users using one or more of the following methods:

- *Email Notification:* Registered users will receive an email summarizing key changes.
- *In-Platform Notification:* A pop-up or banner will appear on the H2 Platform, requiring acknowledgment before continued use.
- *Public Notice on the Website:* Updates will be posted on the H2 Terms and Conditions page, with a clear "Last Updated" date.

13.2.1 When is User Consent Required?

- If the changes impact user rights, obligations, or service terms significantly, users may be required to actively accept the new Terms before continuing to use H2.
- If changes are minor (e.g., clarifications, formatting updates, or corrections), no explicit user consent will be required.

13.3 Continued Use After Changes

- Users who continue to use the H2 Platform after changes take effect are deemed to have accepted the updated Terms.
- If a user does not agree with the new Terms, they may close their account in accordance with the Termination of Services policy.

H2 is not responsible for a user's failure to review updated Terms, and users remain bound by the most recent version available on the platform.

14. Governing Law and Jurisdiction

This chapter defines the legal framework governing these Terms and Conditions, including the exclusive jurisdiction of UK laws and dispute resolution procedures.

14.1 Governing Law and Legal Jurisdiction

By using the H2 Platform, users agree that these Terms and any disputes arising from them are exclusively governed by and construed in accordance with the laws of England and Wales.

- All legal matters shall be subject to the exclusive jurisdiction of the courts of England and Wales.



- Users residing outside the UK acknowledge that their use of H2 is subject to UK laws, regardless of conflicting local regulations.
- If any provision of these Terms conflicts with mandatory laws in a user's jurisdiction, the affected provision shall be modified only to the extent necessary to comply with local law, while the remainder of the Terms shall remain in full effect.

H2 does not submit to the jurisdiction of courts outside the UK, except where required by applicable laws.

14.2 Dispute Resolution Mechanisms

H2 aims to resolve disputes efficiently through structured internal review, mediation, and legal proceedings if necessary.

14.2.1 Internal Dispute Resolution

Before pursuing legal action, users must first attempt to resolve disputes directly with H2 by:

1. Submitting a formal complaint to dpo@my-health.today with a detailed explanation of the issue.
2. H2 will review and respond within a reasonable time, depending on the complexity of the matter and current operational workload.
3. If the user is dissatisfied, they may request an escalation to H2's dispute resolution team, which will conduct a further review and issue a final decision.

Users who fail to follow this dispute resolution process before pursuing legal action may have their claims dismissed by UK courts.

14.3 Legal Proceedings and Regulatory Bodies

If a dispute cannot be resolved internally, users agree that all legal claims must be brought exclusively in the courts of England and Wales, and that UK law shall govern all disputes, regardless of the user's country of residence. H2 does not accept jurisdiction from any non-UK court unless explicitly required by applicable law. Users acknowledge that any legal action pursued outside the UK may not be recognized by H2. Additionally, while H2 complies with regulatory bodies such as the UK Information Commissioner's Office (ICO), the European Data Protection Board (EDPB) for GDPR-related matters, and other relevant authorities, this does not extend to accepting foreign legal jurisdiction over disputes.

Chapter 15: Complaints and Dispute Resolution

This chapter outlines the process for filing complaints and resolving disputes between users, healthcare providers, pharmacies, vendors, and H2. It establishes a structured approach to handling concerns efficiently and defines when regulatory escalation may be necessary.

15.1 Filing a Complaint

Users, healthcare providers, pharmacies, and vendors may file complaints regarding platform services, billing issues, healthcare consultations, prescriptions, data privacy concerns, or contractual matters.

15.1.1 How to Submit a Complaint

All complaints must be submitted in writing to ensure proper documentation and handling. Complaints can be submitted via:

- Email: Send detailed complaints to support@my-health.today for general concerns or dpo@my-health.today, security@my-health.today for legal, data privacy, or regulatory issues.
- In-Platform Form: Users may submit complaints through the H2 support section in their account settings.
- Official Correspondence: Written complaints can be sent to My Health Today LTD, 7 Bell Yard, London, WC2A 2JR, United Kingdom.

15.1.2 Required Information for Complaint Submission

To process complaints effectively, users must provide:

- Full name and registered email (or organization name for vendors/providers).
- Detailed description of the issue, including relevant dates and affected services.
- Supporting documents (e.g., screenshots, receipts, correspondence records).
- Preferred resolution or action requested.

Anonymous complaints will not be processed.

15.2 Internal Dispute Resolution Process

H2 follows a structured approach to resolving complaints efficiently:

15.2.1 Complaint Acknowledgment

- Complaints are acknowledged within a reasonable time upon receipt.

15.2.2 Review and Investigation

- H2's internal team will assess the complaint, review relevant records, and communicate with involved parties where necessary.

15.2.3 Resolution Proposal

- A resolution will be provided to the complainant, which may include:
 - Service correction (e.g., rescheduling a missed consultation).
 - Refund (where applicable and permitted under H2's policies).
 - Explanation or policy clarification.
 - Mediation between disputing parties.

15.2.4 Escalation to the Dispute Resolution Team

- If the user is dissatisfied with the initial resolution, they may request a review by H2's dispute resolution team, which will provide a final internal decision.

H2 aims to resolve complaints in a timely manner, but complex cases may require extended review periods.

15.3 Escalation to Regulatory Bodies

If a complaint cannot be resolved internally, users may escalate disputes to relevant regulatory authorities. Complaints related to data privacy should be directed to the Information Commissioner's Office (ICO) at www.ico.org.uk.

Escalating a complaint to external regulators should be done only after following H2's internal complaint process.

16. Additional Terms for Users Under Healthcare Schemes

This chapter outlines the rights, responsibilities, and conditions applicable to users who access H2 services through third-party healthcare schemes (such as employer-sponsored health plans or insurance provider networks).

16.1 Scope of Healthcare Scheme Access

- Users may receive access to H2's telehealth services as part of a corporate healthcare plan, insurance policy, or other third-party health scheme ("Healthcare Scheme").
- The availability of services (e.g., consultations, prescriptions, diagnostics) depends on the specific terms agreed upon between H2 and the Healthcare Scheme provider.
- H2 does not control or modify the coverage limits, pricing, or included services determined by a third-party scheme.

Users should review their specific Healthcare Scheme terms to understand their benefits and limitations.

16.2 Rights and Responsibilities of Users Under Healthcare Schemes

Users accessing H2 via a Healthcare Scheme agree to the following:

16.2.1 Eligibility Verification:

- Users must verify their eligibility before accessing services.
- The Healthcare Scheme provider may share basic personal details (e.g., name, email, date of birth, scheme ID) with H2 to confirm entitlement.

16.2.2 Accurate Account Information:

- Users are responsible for ensuring their account details are correct and up to date.
- Misrepresentation or misuse of a scheme benefit may result in account suspension or termination.

16.2.3 Appointment and Service Usage Limits:

- Some schemes may limit the number of consultations, prescriptions, or diagnostic referrals per coverage period.



- Once scheme benefits are exhausted, users may continue accessing H2 services via Pay-As-You-Go (PAYG) or subscription.

16.2.4 No Transferability:

- Scheme benefits are non-transferable and may only be used by the registered member.
- Unauthorized use (e.g., booking an appointment for an ineligible person) may result in suspension of access.

16.3 Billing and Eligibility Verification Process

- Billing for scheme-covered services is handled directly between H2 and the Healthcare Scheme provider.
- If a service is not covered under the scheme, users will be informed before proceeding and will have the option to pay out-of-pocket.
- In cases where a user's eligibility cannot be verified, H2 reserves the right to deny service access until eligibility is confirmed by the scheme provider.

Users should check with their employer or insurer to clarify their scheme's billing and coverage rules.

16.4 Termination of Access Upon Scheme Expiration

- When a user's Healthcare Scheme membership ends, their access to H2 services under that scheme automatically terminates.
- Upon termination, the user may:
 - Continue using H2 services via PAYG or subscription.
 - Request access to past medical records, which will remain securely stored in accordance with H2's data retention policy.

Users are responsible for tracking their scheme's expiration and arranging for continued access if needed.

17. Schedule of Defined Terms (Glossary)

This glossary provides clear definitions of key terms used throughout these Terms and Conditions to ensure consistency and user understanding.

17.1 Key Definitions

"*H2 Platform*" – Refers to the digital healthcare platform operated by My Health Today LTD, which enables users to access telehealth consultations, prescriptions, diagnostic referrals, and healthcare services.

"*Services*" – The healthcare, administrative, and digital services provided via the H2 Platform, including:

- Telehealth consultations (video and phone-based medical appointments).
- Issuance of electronic prescriptions (where applicable).
- Referral for diagnostic services (e.g., laboratory tests, imaging).



- AI-powered and human-reviewed document translations (depending on the user's plan).

"*User*" – Any individual, organization, or entity accessing the H2 Platform, including patients, healthcare providers, pharmacies, vendors, and partners.

"*Patient*" – An individual receiving healthcare consultations, prescriptions, or medical services through the H2 Platform.

"*Healthcare Provider*" – A licensed medical professional (e.g., doctor, specialist, mental health professional) who provides telehealth services on the H2 Platform.

"*Clinic*" – A registered medical facility using H2 to manage consultations, provide patient care, and coordinate healthcare services.

"*Pharmacy*" – A licensed entity that processes and dispenses prescriptions issued by healthcare providers on the H2 Platform, subject to regulatory compliance.

"*Vendor*" – Any third-party service provider, including laboratories, diagnostic centers, and healthcare technology companies, that integrates services with the H2 Platform.

"*Partner*" – Any third-party organization collaborating with H2 to provide integrated healthcare services, including:

- Insurance companies (for covered healthcare schemes).
- Employers (for corporate health benefits).
- Healthtech companies integrating medical devices and metrics into the platform.
- Pharmacies and diagnostic service providers.

"*Prescription*" – A digital or physical medical authorization issued by a licensed healthcare provider via the H2 Platform. Prescriptions are subject to local laws, pharmacy policies, and acceptance in the patient's jurisdiction.

- Prescriptions include a QR code for verification.
- Users may request AI-powered translations, with human review available based on their plan.

"*Subscription*" – A paid service plan allowing users to access H2's telehealth consultations, prescription services, and additional platform features based on monthly or annual billing cycles.

"*Pay-As-You-Go (PAYG)*" – A one-time payment model allowing users to access individual consultations without a subscription. PAYG users receive limited features, such as one free document translation.

"*Healthcare Scheme*" – A third-party-sponsored health plan that provides access to H2 services through an employer, insurer, or partner organization.

"*Consultation Summary*" – A digitally verifiable medical report issued by a healthcare provider after a consultation, summarizing key findings, diagnoses, and recommended actions.



"AI-Powered Translation" – An automated translation service for medical documents and prescriptions, with human review available upon request and subject to the user's subscription plan.

"Medical Referral" – A recommendation issued by an H2 healthcare provider for further medical evaluation, such as specialist consultations, laboratory tests, or imaging services.

"Acceptable Use Policy" – The guidelines that regulate user behavior on the H2 Platform, ensuring compliance with medical ethics, data security, and fair use of services.

"Data Protection & Privacy Compliance" – H2 adheres to UK GDPR, EU GDPR, CCPA (for US users), and HIPAA (where applicable) to protect user data and ensure confidentiality of medical consultations.

"Account Termination" – The closure or suspension of a user's account due to:

- Violation of H2's Terms and Conditions.
- Regulatory non-compliance (for healthcare providers and vendors).
- Fraudulent activity or misuse of platform services.

"Regulatory Authorities" – The governing bodies overseeing data protection and healthcare compliance, including:

- UK: Information Commissioner's Office (ICO), General Medical Council (GMC).
- EU: European Data Protection Board (EDPB).
- US: Department of Health and Human Services (HHS), HIPAA regulators.