

MyHealthHub App: Specific Terms

1 General

- 1.1 MyHealthHub is a software product that provides pharmacies with a patient application for use with their customers. Pharmacies can choose from a range of modules including prescription ordering, service bookings and delivery options. The product can also be white labelled to suit the pharmacy branding at additional cost.
- 1.2 All defined terms used in these Specific Terms shall, unless specifically stated otherwise, have the meaning given in the Conditions.
- 1.3 All rules of interpretation in the Conditions apply to these Specific Terms for the provision of the MyHealthHub App (**App**).

2 Software

- 2.1 Initial Term: 12 months.
- 2.2 Licences granted as set out in the Order Form are per site.
- 2.3 End-users of the App will be required to agree the terms of an end-user licence agreement available within the App.
- 2.4 MyHealthHub is a patient application providing a range of services including the ability to order repeat prescriptions and book appointments/services. The pharmacy portal allows management of services to be offered whilst optional modules include a Royal Mail local-to-local delivery service and marketing support packages.

3 Third Party Software

- 3.1 The Customer is required to use Stripe for receiving payments and will be required to enter into separate Third Party Terms with Stripe.
- 3.2 Any other Third Party Software incorporated in or forming a part of the Software and as subject to change from time to time.

4 Services

- 4.1 If the Customer wishes to provide deliveries of prescriptions using Royal Mail the Customer will be required to enter into separate Third Party Terms with Royal Mail.
- 4.2 If the Customer wishes to be provided with a marketing support package from Charac Limited, the Customer will be required to enter into separate Third Party Terms with Charac Limited.
- 4.3 Provision for data backup, consultancy, training, installation, development or otherwise as set out in the Order Form.
- 4.4 Product training will be provided as part of the onboarding process.

5 **Personal Data**

5.1 PSL will act as a controller of some personal data of end-users of the App and will provide end-users with a privacy notice setting out this usage.

5.2 PSL will provide end-users of the App with a standard form privacy notice for the Customer setting out its use of personal data within the App.

6 **Charges**

6.1 The monthly licence charge per module per site is set out in the Order Form.

6.2 Private services provided by the Customer to patients are subject to a percentage charge payable to PSL as set out in the Order Form.

6.3 Deliveries of prescriptions arranged via the App are subject to a service fee per delivery.

6.4 Stripe payments are subject to transactions fees deducted automatically from patient payments to the Customer by Stripe.

6.5 All Charges, excluding those set out in 5.4, are payable monthly in arrears.

7 **Hardware**

No Hardware is provided.

8 **Network Connections**

No Network Connections are provided.