



Service Information

September 2026

Freetest.me is a service of

Preventx

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1 Freetest.me Service Overview

The Freetest.me brand includes two services:

- **Freetest.me Cloud Service**
Website allowing patients to request home-sampling sexual health kits online or by text.
- **Freetest.me SmartKits**
Self-sampling sexual health kits for use in local settings, with full lifecycle tracking.

Both services are backed by Preventx's integrated diagnostic platform.

Freetest.me Cloud Service

In areas participating with the freetest.me online service, patients can simply request a test online via the www.freetest.me website. The service includes national marketing of the freetest.me website, online intervention and request process, packing and dispatch of bespoke postal test kits and related reporting tools.

The freetest.me service can also be delivered through other 'front-end' brands, Test.HIV and SH.UK.

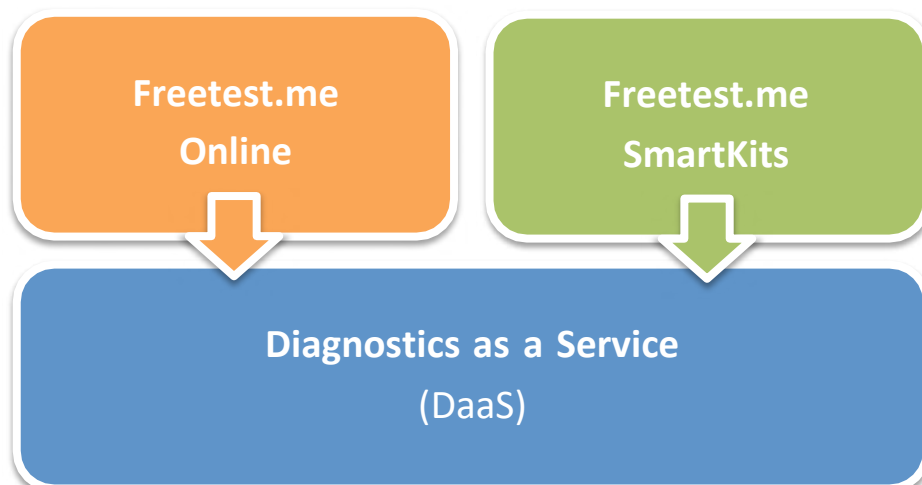
SmartKit Service

The SmartKit Service aims to provide Chlamydia testing to various different offline-testing channels. Preventx's unisex SmartKits can be bulk ordered or drop shipped to individual sites to provide screening across various different channels including prisons, pharmacies, GUM clinics, A&E, etc. All SmartKits include full lifecycle tracking using unique barcodes allowing return rate, positivity rate, and individual site performance to be reviewed live.

Preventx's Diagnostics- as a Service (DaaS)

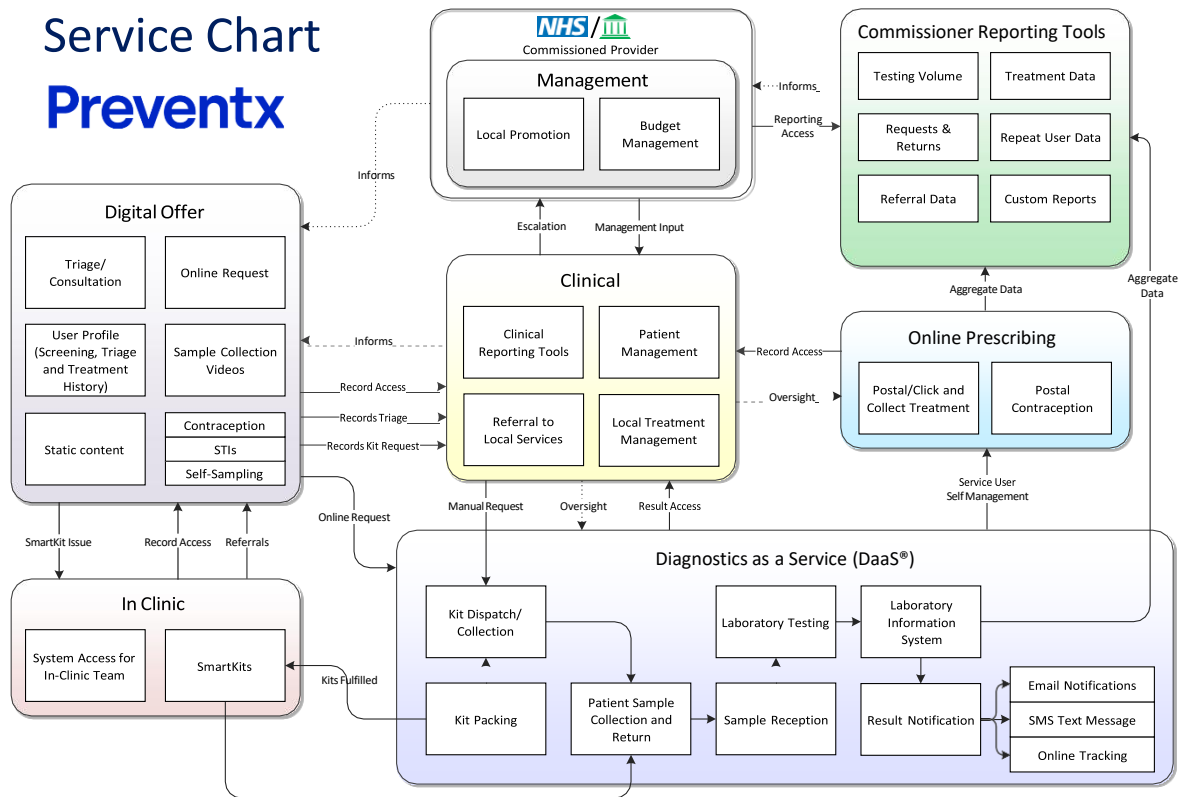
Both freetest.me services are backed up by Preventx's world-class cloud based diagnostic and patient management and reporting services, allowing providers' quick and simple access to manage positive patients. Data and reporting can also be access by providers and commissioners to aid in targeting screening services to high prevalence geographic areas or groups.

Originally developed for chlamydia screening, freetest.me now supports a full range of tests for the detection of up to 16 different sexually transmitted infections from one test kit.



1.1 Service Chart

Preventx's services can be commissioned to fully support an existing or new screening service. There are significant economies of scale, integration advantages and cost savings when sourcing service components that are integrated and supplied from a single organisation.



The structure above reflects the strengths of Preventx, the commissioned provider and management team (which may or may not be within the providers remit).

There are clear economies in commissioning the minimum number of organisation required to offer a great service. As the above shows, Preventx's services can fully support a provider leaving them to manage index patients, treatment and partners – which is their specialism. Alternatively, patient management and partner notification services can be provided by Preventx (via a subcontractor) should this be preferable.

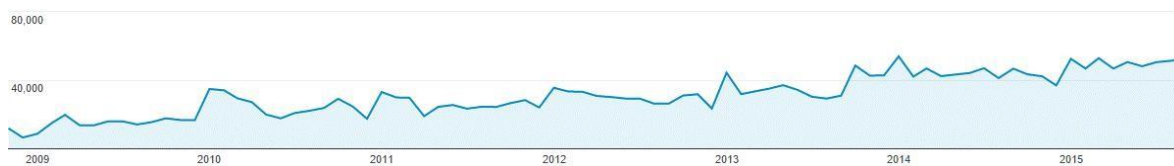
By adopting both of the Freetest.me services (i.e. both the Online and SmartKits services), valuable provider resource is significantly freed up to focus on treatment of index patients, and partner notifications (one of the most important factors in improving diagnostic indicator levels). The services can also help engage local GPs and pharmacies and aid screening programmes to embed screening within Sexual and Reproductive Health Services.

1.2 Our Track Record

Since 2008 Preventx has been offering the Freetest.me online service to local screening offices/provider, promoting the service nationally, and offering the following key features:



The freetest.me website was launched to the public in November 2008. We then piloted our service to 3 local PCTs, to fully test our service. In January 2009, we started to 'roll-out' our service nationwide and further regions were accepted to the service. Marketing and promotion has been carried out to ensure the website traffic and rank in popular search engines has grows organically...



1.3 Quick Stats

The following information was compiled on the 6th May 2022.

- Since launch, the Preventx have dispatched over **4.5m self-sampling kits**.
- Processed over **10m samples** in our in-house laboratory.

1.4 Local Reports

To view live information on our visitors from your local region, please visit:

www.freetest.me/professional

2 Freetest.me Online Screening Service

The freetest.me online service is operated via the www.freetest.me website.

The website allows visitors to enter their age and postal code to find the available services in their area. The following options are offered based on the visitor's location:

- In areas participating with the freetest.me online service, visitors can complete a triage process and then request a test online. The freetest.me service handles the patient care pathway until, in the case of a positive result, care is handed over to the local treatment provider.
- Visitors from areas where the freetest.me service is not funded by the local NHS or Local Authority or who are outside the screening age group are offered information about local testing venues and are signposted to the NHS Choices website.

Visitors who are unable to access testing are asked if they will seek testing elsewhere – over 70% say they “won’t bother” to seek testing via other channels, and as a result many go undiagnosed.

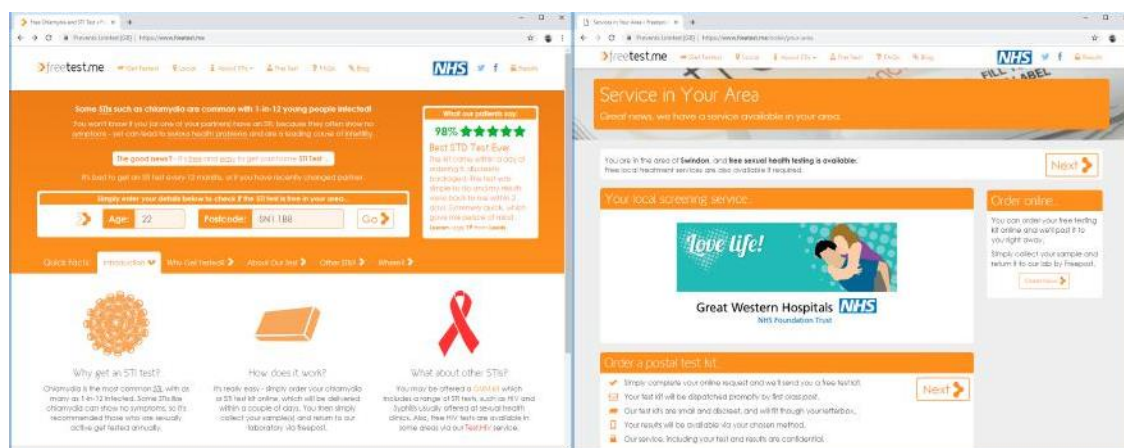
The freetest.me website is ranked highly in leading search engines natural search results, and is linked from many relevant websites helping generate significant visitor numbers annually.

With most young people using the internet as a primary source of information, our website provides an easily locatable resource for confidential sexual health screening and information.

Using the freetest.me service offers the benefit of our national online marketing and expertise, to help increase the number of young people able to easily access sexual health testing in any participating region.

2.1 Patient Process

From the patients point of view freetest.me is quick and simple. In fact, we routinely receive positive feedback and compliments from young people who have visited our website and have a significant number of followers on social networks despite the personal nature of the service.



The image displays four sequential screenshots of the Freetest.me website, illustrating the user journey from initial questions to the final thank-you page.

- Top Left Screenshot:** Titled "A Few Quick Questions", it contains a form for personal details including sex, sexual history, date of birth, and ethnicity. It also provides information about the testing process and a "Next" button.
- Top Right Screenshot:** Titled "Choose Test Kit", it presents two options: "Standard Sexual Health Screen" and "Chlamydia & Gonorrhoea Screen". Each option includes a brief description and a "Next" button.
- Bottom Left Screenshot:** Titled "Address and Contact Information", it contains two sections: "Your Name and Delivery Address" and "Your Result Notification Preferences". It includes fields for name, address, and preferred notification method (email, text, or phone).
- Bottom Right Screenshot:** Titled "Thank You", it displays a confirmation message: "Hi Test, thank you for ordering a test kit." It provides instructions on how to use the kit and includes social media links for Freetest.me.

The patient's details are collected via a 'wizard' style set of page. While the process could be simplified, a level of commitment to complete the process is desirable and while the process is straightforward it is likely to 'put off' those that are unlikely to follow through and complete a test.

2.2 Freetest.me Mobile

A mobile version of the website is provided for smartphones and mobile devices. This version would also be more appropriate for partially sighted users or those accessing via assistive technologies. The mobile version of the site can be accessed via www.freetest.me/mobile and is optimised to small displays and loads quickly over slower connections.

An automatic redirect is also setup from www.freetest.me for mobile devices, which is ideal for including in QR barcodes such as that shown opposite. Mobile marketing campaigns can also be fully tracked.



2.3 Dispatch

The freetest.me kit is dispatched to the patient (usually within 24 working hours) by First Class post. Both urine and swab test kits are compact, discreet and will fit through a standard letter box. We have strived to develop the simplest, and best kits on the market.

The form and specimen collection receptacle included in the kit are already printed with the patient's name, date of birth and unique barcode information. In addition to simplifying the process for patients (which in turn helps achieve higher kit return rates), this prevents the return of samples with missing or illegible labelling as well as speeding up data input and reducing transcription errors at the laboratory.

2.4 The Kit

Our kits have been developed with thought. We believe our postal kits are the best in the country, and are yet to find other postal kits which compare – and this isn't just our opinion, ask the patients!

We offer both urine and self-taken vaginal swab kit types (for women, we can offer an informed choice of the two). The kits are discreet, compact and easy to complete with clear instructions and no complex forms to complete.



Our freetest.me urine and swab kits are shown above, both are dispatched in opaque polythene postal bags, bearing only the recipient address and postage insignia.

The kit's box forms the specimen return package, and is provided with pre-paid First Class postage direct to our accredited laboratory. The kit's paperwork can also include local service branding or information (which is printed in full colour for each patient's form).

We now include a small map showing the location of the patients nearest post-boxes, which we believe has improved kit return rates by around 1.5%.

2.5 The Form

Our kit and the included forms have been developed of many years and we believe they are instrumental in our high regard among our patients.



2.6 Laboratory & Results

After sample collection, patients return the kits via 1st Class Freepost to the Preventx Laboratory in Sheffield. All online kits are tested via Preventx's Diagnostics as a Service, see section 5.

3 Freetest.me SmartKit Service

3.1 Summary

Our online Chlamydia testing service has a proven track record of saving time and money while also engaging patients and yielding a high return and positivity rate compared to other testing channels. Preventx has now developed a new 'offline' Chlamydia testing service, which we've called our SmartKit service.

The NAO identified economies of scale in both the sourcing of kits and back-end software solutions: the SmartKit service is the first and only service which combines both of these identified needs as an integrated solution.

The SmartKit Service is a one-stop shop for 'kits' - where providers simply maintain an online list of screening sites, and may order kits for direct delivery to each sites.

Importantly, because each SmartKit is uniquely identifiable, each kit's lifecycle can be fully tracked.

This tracking ability provides a number of benefits, including live reports showing:

- The number kits delivered, handed out and returned to the lab for testing.
- The geographical reach of a screening site can be mapped.
- Positivity rates can be charted for each screening site or by screening channel.
- Expired kits that are still in circulation can be flagged up for disposal.

Adopting the SmartKit service will make life for providers significantly easier - freeing up valuable resources to focus on treatment and partner management (one of the most important factors in improving Chlamydia diagnostic indicator levels) - and helping to enable local Chlamydia screening programmes to be engaged and embedded within local services.

The SmartKit Service was launched in September 2012 and shares the same common back-end platform as the proven online service, which is in the process of being upgraded to add additional features for all users.

3.2 The SmartKit

The SmartKit has been designed as a unisex kit that can be placed in to any testing channel. The SmartKits are discreet, compact and professionally designed with eco-style packaging. Pre-paid first class return postage is provided directly to our accredited laboratory.



3.2.1 SmartKit Types

The SmartKit portfolio includes the following types:

- Urine & vaginal swab unisex kit for chlamydia (and gonorrhoea) testing.
- Urine, vaginal swab and blood kit for chlamydia, gonorrhoea, HIV and syphilis testing.
- Urine, rectal swab, pharyngeal swab and blood kit for triple site chlamydia and gonorrhoea; HIV and syphilis testing.

3.2.2 Component Breakdown

The following components are included in all SmartKits:

- Condom
- Consent leaflet
- Instruction form
- Laboratory form
- Freetest.me pen
- Freetest.me card

Sample collection components for each SmartKit type:

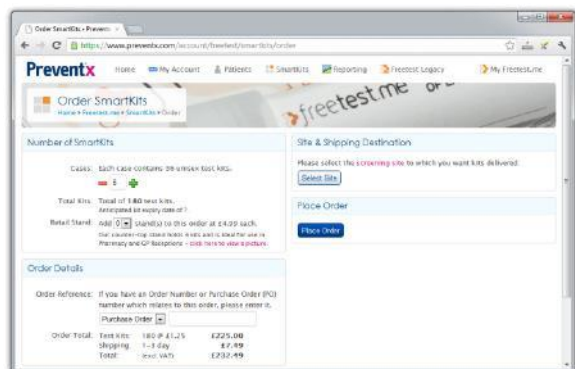
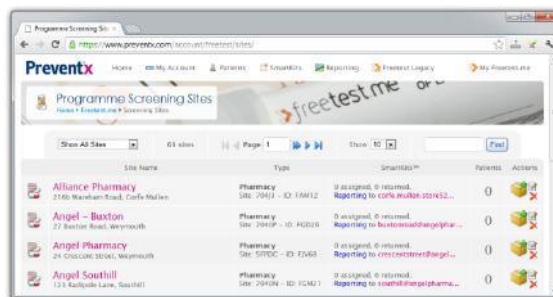
- Urine
 - Urine tube
 - Urine collection pouch
 - Clamshell for urine tube
- Vaginal swab
 - Plain rayon tip swab
- Rectal swab
 - Plain rayon tip swab
- Pharyngeal swab
- Blood
 - Plain rayon tip swab
 - Microtainer (blood tube)
 - 3 x pressure activated lancets
 - Alcohol swab
 - Plaster
 - Clamshell for microtainer



3.3 Site Management

A 'site' is a location that stocks or uses test kits. All sites that are associated with an account may be managed via the system.

Once sites are created, it's simple to order cartons of SmartKits for immediate dispatch directly to the sites, and promotional items such as display stands can also be included.



3.4 SmartKit Dispatch

SmartKits can be ordered in boxes of 36 which are dispatched from a central warehouse and shipped directly to the screening sites.

Shipping is charged per order, regardless of the number of boxes ordered. Kits can be sent to a central office and re-assigned in the system for distribution to other sites.

3.5 Reporting Tools

A number of reporting tools will be available to show and chart data specific to SmartKits (for example, showing the performance of sites and sites types) in addition to the standard reporting as outlined in section 5.4.

3.6 Site Access

Sites can be provided with their own login details to access the system. There are three levels of access that can be granted to sites:

- **Basic Reporting Access** – sites may login and view aggregate reports for testing via their site. Where granted permission, sites are also able to order their own replacement kits.
- **Result Access*** – sites may view results of patients tested via their site. This may be useful for GPs to view the results of patients they've handed test kits to, for example.
- **Treatment Access*** – the site may view results and also treat their positives. Positives treated by sites are flagged up as treated by their screening site

*Results and treatment access can optionally require patient consent. Where patient consent is required, the site can only view results (and/or treat patients) when the site scans the kits barcode into a page and marks that the patient has given their consent when the kit is issued.

Some of the site access features are in development, and Preventx will work

3.7 Issuing SmartKits Onsite

SmartKits can be issued to patient's on-site. This involves scanning the SmartKit and completing patient details including name, address and mobile number (can be used to remind the patient to return the kit helping improve return rates). These details allow the return rates of SmartKits to be tracked more accurately, and can act as a point of consent for sites to manage the results.

4 Patient Feedback

Having received occasional positive feedback from both patients and clients, we decided to begin collecting reviews from our patients. To remain impartial, we chose to offer the independent TrustPilot service, which allows confirmed users of our service to write impartial reviews online.



Our TrustPilot reviews can be read via the following URL:

<http://www.trustpilot.co.uk/review/www.freetest.me>

We have included some reviews below...

Quick, user-friendly service ★★★★★

Ordered the kit on Tuesday and it was dispatched within 30 minutes, arriving the next day. I return-posted the kit on Wednesday, and my sample was tested on Thursday - giving me my results at 9am on Friday morning! The online 'My Results' tracker is really useful, allowing you to check that the sample has been received by the lab and giving you reassurance that something is happening. I received my results online and via text and email. Very happy with the service - the kit contained clear instructions and the testing process was extremely quick! A great tool for young people.

Get tested! ★★★★★

If you're worried you might have chlamydia but aren't able to go to your local gum clinic then this site is great- quick and easy! Just fill in your details to receive your test kit and within a week you can get your results! And the best thing is you're able to track the progress. I'm glad I can access freetest.me

Discreet, fast, free and easy. ★★★★★

Test received very quickly (within 2 working days), in discreet packaging. Very straightforward to complete and return (free return box included (postage pre-paid)). Results easily viewable online, received txt message notification. Discreet, fast, free and easy to use.

Efficient ★★★★★

Discreet, efficient, effective. Ideal

Confidential, efficient and easy. ★★★★★

It was easy to order, use and send off, very discreet so you don't have to worry about people finding out about you taking a test, and the whole thing was completed very quickly.

Great, free service! ★★★★★

This free service was quick and very simple. I've used other local services before but the test kits from freetest.me were miles easier to use and much simpler. Results were also really quick. All for free, great stuff!

A wonderful service! ★★★★★

I think it is fantastic that we are offered more help with these things and I received this free as part of the morning after pill course. It is wonderful that this was made available to me just to check that I am safe and I am truly thankful. The postage was easy enough with precise and detailed instructions in order to ensure the sample is taken correctly. For girls, there is a choice of method in giving a sample which I thought was lovely. Easy to post. Results sent to me through various media texts, versatile. :)

Excellent, quick service ★★★★★

I was a bit nervous about using this service, but I found it a really good experience. The test arrived promptly, was easy to use, and I received my results within 2 working days.

Once they arrived, they were easy to access
and understand.

5 Preventx Diagnostics as a Service (DaaS)

5.1 Laboratory

The freetest.me services offered by Preventx are backed up by our in-house diagnostic services.

Preventx's in-house laboratory processes in excess of **1,500,000** tests per annum for screening programmes, and operates timely turnaround targets. Full details of the Preventx Laboratory are available at <http://www.preventx.com/laboratory>, however a summary is presented below.

5.1.1 Testing Platform

All Chlamydia and Gonorrhoea testing is carried out using the Roche Cobas 6800 platform. The Roche Cobas 6800 offered minimal cross-reactivity and near 100% specificity (therefore giving an extremely low rate of false-positives, and providing a very high positive predictive value even in low prevalence areas).

All HIV, Syphilis, Hepatitis B and Hepatitis C testing is carried out using the Roche Cobas 800 platform. All of these assays have minimal cross reactivity and high sensitivity.

5.1.2 Sample Handling

All samples are received into the laboratory via 1st class return mail and are stabilised and prepared for testing as soon as possible after receipt (usually within 6 hours). In instances where timely stabilisation is not possible, samples are refrigerated (between 2-8°C) until preparation can be carried out. Research conducted by Preventx (available on request) has shown that both neat urine and dry swab sample are stable for over 14 days at room temperature.

5.1.3 Test Accuracy

Please see the full service specification (<http://www.preventx.com/laboratory>) for more details on the specificity and sensitivity of the testing platform with regards to specific types of samples.

Assay	Sensitivity	Urine CV%	Swab CV%	Urine Specificity	Swab Specificity
<i>Chlamydia trachomatis</i> (CT)	40 EB/mL	2.94-3.39	1.62-3.32	100%	100%
<i>Neisseria gonorrhoeae</i> (NG)	1.0 CFU/mL	1.17-3.55	2.04-3.28	100%	100%

Assay	Clinical Sensitivity	Clinical Specificity
<i>Elecsys HIV Duo</i> (HIV)	100%	99.92%
<i>Elecsys Syphilis</i> (SYP)	100%	99.80%
<i>Elecsys Anti-HCV II</i> (HCV)	100%	99.71-99.92%

Elecsys Anti-HBc II (Anti-HBc)

100%

99.93%

Elecsys HBsAg II (HBsAg)

99.9%

99.98%

Various quality controls are in place to ensure the integrity of samples during processing and testing. In the event that the Preventx Laboratory is unable to perform testing, procedures are in place to refer samples to a secondary accredited laboratory.

5.1.4 Quality System

The Preventx Laboratory is a UKAS accredited testing laboratory, No. 7568.

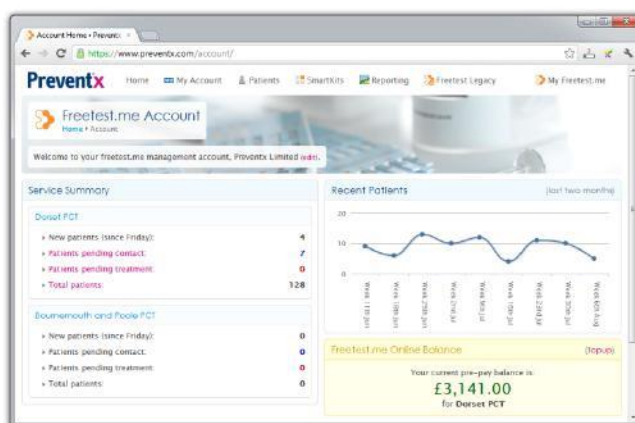
Preventx is fully Information Governance compliant and registered with the IG Toolkit (organisation 8HR56) and with the Information Commissioner Office as a data handler (registration number Z1828250).



5.2 Patient Management

All freetest.me patient records can be accessed via a secure cloud-based account with Preventx. The screening provider (or authorised staff members) may login to their Preventx account at any time to view and manage all specimen records in their region.

Email notifications will be delivered to the provider (or any nominated e-mail addresses) when new results are received and processed by test.me. These email notifications are insecure, but do not contain any personal identifiable data, simply inform the recipient at the provider that new results are available to view.



The account can then be accessed in order to manage new results.

5.2.1 Patient Records

The cloud-based specimen management system allows all patient records to be easily accessed and searched.

For each patient record, full details of the patient, completed tests and associated information is available. The methods by which the patient has requested notification of results, and which methods have been handled by Preventx are also shown.

Test Code	Status	Patient Details	Site & Type	Result(s)	Actions
Smith, Jane Tested 19 hours ago	Completed	17th Sep 1992 (17) 31 Redcar Road, S10 1EX	Freetest.me Legacy FTM Legacy	CT Negative	[Icons]
Doe, Jane Tested 19 hours ago	Pending Contact	23rd Aug 1993 (21) 13 St Marys Road, S2 4AP	Freetest.me Legacy FTM Legacy	CT Positive	[Icons]
Smith, John Tested 2 days ago	Completed	3rd Mar 1989 (20) 38 Station Road, S6 7RD	Freetest.me Legacy FTM Legacy	CT Negative	[Icons]

Where patients have been sent SMS text messages, the content of the text message that was sent is shown, along with a delivery report stating when the message was delivered to the patient's phone handset.

Records where notification has been handled by Preventx and do not require any personal follow up (such as negative results).

Other results, such as positives (which are highlighted in red) may be handled by the provider based on

the standard care pathway. It is the responsibility of the provider to ensure positive cases receive the correct chain of care.

5.2.2 Treatment Tracking

Where a patient requires treatment the contact and treatment tracking tool is enabled.

Contact

The user is able to log multiple contact attempts including the addition of notes which are visible on the patient's records (and optionally visible to the patients should they access the online tracking facility).

Once contact is made the record is advanced to the treatment stage.

Treatment

The user may fill in the patient's treatment details including date, type, drug issued and treatment site.

These basic tools are being developed into a full patient management system, which will be included in the services.

5.3 Results Notification

Once a test is received by our laboratory, processing is usually completed within 24-48 hours and results are processed electronically. Records are then updated accordingly and result notifications are processed within 5 minutes.

The notification options are highly flexible, but we recommend that the default setup to maintain national uniformity. For negative results we send an 'all clear' notification message to the patient.

When a result is positive, rather than inform the patient of the result we ask them to call to collect their results, providing the contact number for the patient management provider. You may then inform the patient and manage any treatment and partner notification as required.

When a patient requests a test, they may choose notification methods from the following:

5.3.1 SMS Text Messaging

Examples of text messages which we send include:

- **Negative:** "Hi Jane, you'll be glad to know your test (PX12345) came back all clear! See freetest.me for more details."
- **Positive:** "Hi Jane, the results for your test (PX12345) are now available, please call 0123 456 7890 to collect your results as soon as you can."

5.3.2 E-Mail Alert

A patient may request an email alert to be sent when results become available. The email will not contain the actual results or personal information other than their first name. The patient may then visit the freetest.me website to access their results online, using the Specimen Code and Access Key that was included with their kit.

We have found the e-mail notification is a popular option; however we require an additional option to be chosen so that the patient enters a contact telephone number in addition to their e-mail address.

5.3.3 Phone Call

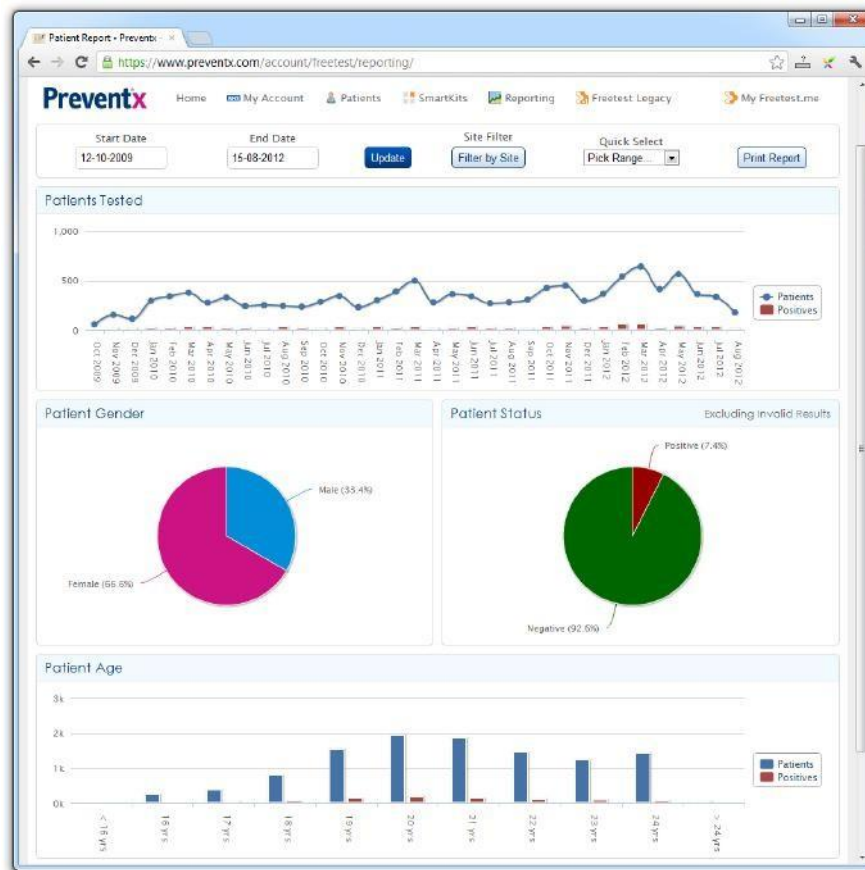
Freetest.me can allow patients to request a phone call notification; however the patient management provider must agree to handle this notification method internally. Usually only positives require this action, as patients are informed they may not be contacted by phone if their result is negative (and it is likely the patient may also have received their negative result via other notification methods such as a text message or through the online tracking).

5.4 Data and Reporting

All the information we collect is available to the provider.

5.4.1 Patient Report

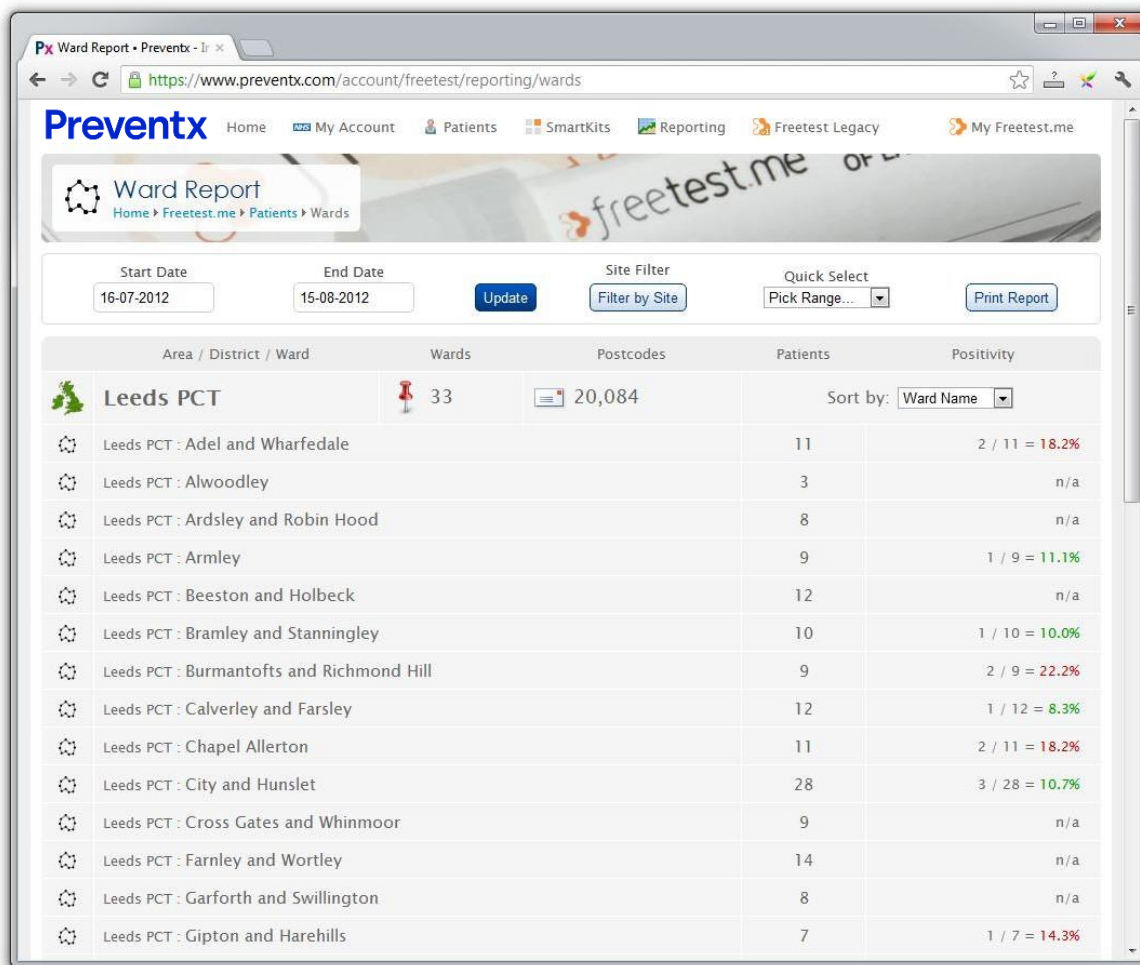
Patient reporting tools show patient data for any chosen date range and for any chosen site.



For any given date range data may be easily printed from the report area.

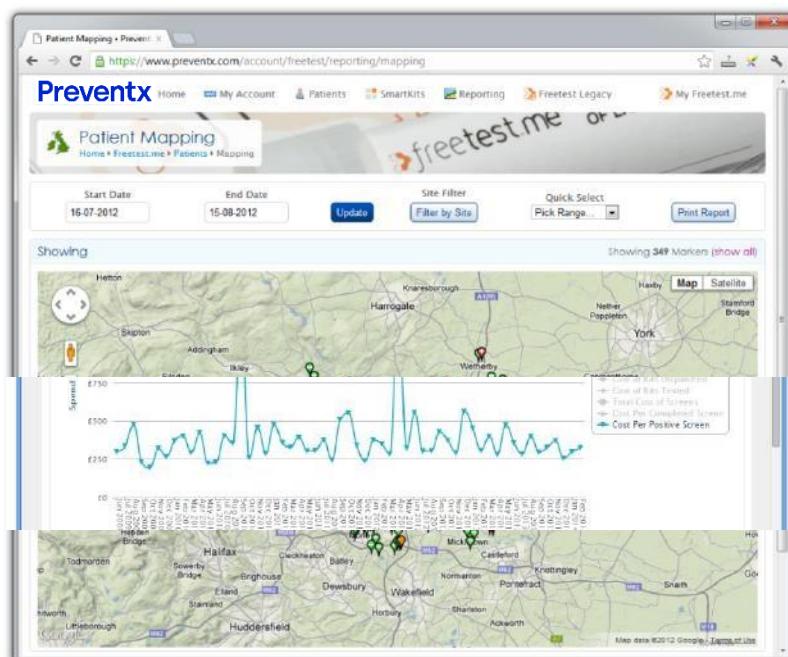
5.4.2 Ward Report

The Ward Report tool shows all of the wards included in a region, the number of patients tested in each ward and the positivity of test results. These reports can be filtered according to a chosen date range and a specific site.



5.4.3 Patient Mapping

Patient mapping shows the test results for a specific site over a chosen date range to be mapped out according to the patient's postcodes. Positive results are shown as red markers and negative results as green markers.



5.4.4 Spend Reporting

Reports can be generate to show accurate services spend

and chart both overall costing, cost-per-screen and cost-per-positive information for any date range provided.

These reports help track spending and provide insight into seasonal variations in the services cost and volumes.

5.4.5 Data Download

A range of data export tools are available and include the following:

- Individual and bulk patient record download in XML format.
- CTAD dataset download (Preventx automatically submit this to PHE).
- Custom CSV download allows you to choose which fields to export.

5.4.6 Other Reports

Many other reporting tools are available and Preventx are happy to work with clients to develop custom reports for local needs.

6 Service Pricing

Pricing for the freetest.me service is available on the 'Freetest.me Price List'.

7 Service Extension

While historically the freetest.me service has been developed to support the National Chlamydia Screening Programme with screening the 16-24 age group, the service and back-end systems can support a wider range of services and laboratory tests.

Examples of freetest.me screening services includes:

- **Extension of Chlamydia Screening to over 24s**

Freetest.me have been working with a number of clients to pilot online screening for over 24s. Positivity rates for over 24s appears to average around 1-2% lower than that of the 16-24 age group, however this does seem high enough to suggest offering online testing to this age group is viable and cost effective.

- **HIV, Syphilis, Hepatitis B and Hepatitis C Screening**

The freetest.me service can offer online screening for HIV, Syphilis, Hepatitis B and Hepatitis C. Some regions are already offering these screening options, and using the proven freetest.me service will result in increased screening volumes and patient acceptance and engagement.

- **HPV Screening for Non-Attendees**

The freetest.me service can be used by GPs to issue home screening kits for HPV to women who fail to attend cervical screening appointments. Research shows the home tests are much more acceptable to women compared to clinical sample collection, and could help attract women who otherwise many not be screened.

- **Any Other Tests**

Our remote screening platform can support any laboratory test that can be carried out from a self-collected sample. While at current, the majority of healthcare tests require bloods to be taken, we believe that with the ongoing improvement and development of tests, the remote and home testing options will continue to grow. If you have any ideas for home testing or screening opportunities, please contact us to discuss how we can help.

For information and quotes for other services, please contact us via info@preventx.com.

8 Financial and Payment Process

Preventx services can operate with a standard monthly invoicing, or by pre-payment.

Each month (usually on the 1st of the month) an invoice is raised that covers the following:

- Order for SmartKits and associated items (such as promotional material).
- Diagnostics as a Service charge for returned kits since the last invoice.
- Automatic top-up of Freetest.me Online pre-pay balance, if required.

All invoices are available via the Preventx online system, and newly raised invoices are emailed to the primary account contact email address (and may be forwarded to the relevant department if required), and are posted to the nominated billing address (or handled as pre request).

8.1 Pay-as-You-Go

The Freetest.me Online service may be operated on a pre-pay 'pay as you go' basis, whereby an account is 'topped up' and drawn down against as kits are requested online. With this option, the combined cost of kit, dispatch and DaaS (e.g. totalling £20.00) is deducted from the balance when a kit is requested. If the kit is not subsequently returned within 30 days, the DaaS element (£15.00) is credited back to the balance. With this method, spending can be easily managed however service downtime is also possible and therefore the monthly billed service is recommended.

Where a service operates the Freetest.me Online service and opts to pay by pre-pay balance, no monthly invoice is raised, unless orders are placed for SmartKits (or previously ordered SmartKits are returned to the laboratory). In some cases, by request, small invoices for use of these services can simply be paid by deducting the amount from the pre-pay balance, avoiding further invoices.

8.2 Post Pay

A post pay option is also available for customers. All kits dispatched and tests performed in a month/quarter will be accounted for on the invoice. The test kits & dispatch costs as one line, and all DaaS costs as a separate line.

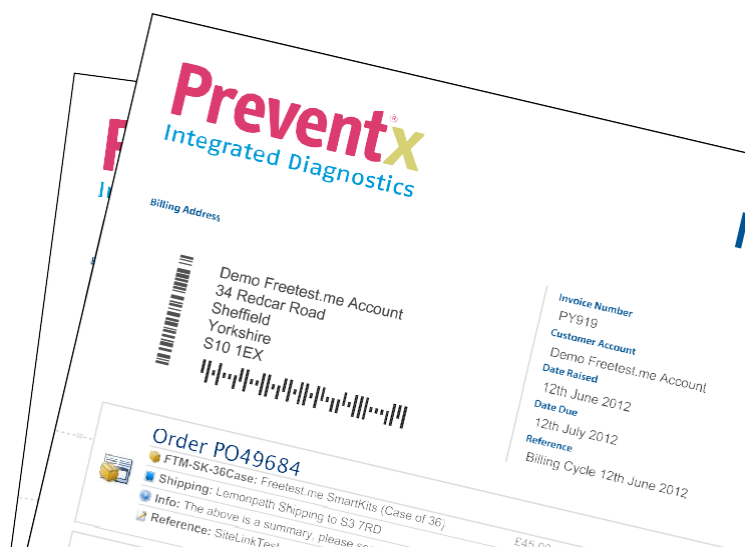
8.3 Payment

Working with 100s of NHS Trusts and Local Authorities, Preventx are familiar with the invoicing process, and also with the Shared Business Services process should this be required.

8.4 Payment Details

Our account details:

- Account: **Preventx Limited**
- Bank: **HSBC**
- Sort Code: **40-23-64**
- Account: **20004030**



Please remit to remit@preventx.com including your organisation name, invoice number and your payment reference where applicable.

9 Security & Privacy

The Preventx systems are hosted on dedicated server hardware managed with Redcentric. All Preventx servers are protected with state of the art firewalls, security hardware and software solutions, and are constantly monitored.

All confidential information being communicated between the patient or provider and the Preventx servers is encrypted using an SSL secure connection. This is the same industry standard level of encryptions used by large e-commerce website and online banking systems. Additionally, some public facing site will use Extended Validation certificates, which while not offering additional encryption, help identify sites as trustworthy by showing a green bar or padlock.

All data held is collected and used in line with our privacy policy, and GDPR requirements, and where applicable we fully adhere to all security and privacy guidelines, such as the Caldicott Standards.

Preventx Laboratory is fully Information Governance compliant (Organisation Code: 8HR56).

9.1 Online Result Tracking

Patients may use the test tracking page to track their test as it is received and processed at the laboratory and as results are added to the specimen record. To track a specimen both the Specimen Code and password or Access Key are required. The Access Key is a 6 digit alphanumeric code which is randomly generated. The Access Key is only known to Preventx, the Provider (via the secure website) and the patient (it is printed on the specimen form sent to the patient).

Based on a recent mathematical model of our security system, it would take a brute force attempt (an automated system 'guessing' access keys) over 30,000 days to gain just a 1% chance of accessing a single patient record (which itself does not usually contain significant personal data).

9.2 Provider Accounts

Provider staff may login to their account to access all specimen records. In order to access this information, the user must provide their email address (or username, if configured), the password and an optional 4 digit pin. All accounts must use a strong password (a combination of uppercase, lowercase and numeric characters) and also choose to use a PIN code.

Additionally, 'one time password' token security has been integrated in to the online system. A physical key-fob or Authenticator device displays a single use 6 digit PIN number which can be used to access the account area.

10 Getting Started

Preventx are able to setup the freetest.me service to commence offering testing within 24 hours of instruction. This means you can be up and running right away and won't lose any more patients arriving at the freetest.me website.

We need the following information to setup:

- **Contract and Funding Information**

How is the service being funded – via pre-payment top-ups or quarterly invoicing. If the former, how what starting budget is required. If the latter, is a contract in place or being prepared.

- **Local Area Boundaries**

We will confirm with you the area(s) in which screening should be offered. Patients are located using postcode lookups, and we can provide services using Ward, LSOA, LA and PCT boundaries.

- **Patient Management Contact**

We'll need to setup accounts for patient management user(s) to access the system before results start to arrive. To do this we ask for the name and email address for those who require access and also, the phone number positive patients call to 'collect' results.

- **Artwork and Branding**

If you wish, we can include your local services logo on our website, and local branding and/or information on the forms we include in kits. Full vector graphics are preferred (PDF, EPS or AI files) and the kit form dimensions are 158x60mm which is printed in full colour.

That's all we need to get you started!

We hope you choose to use the freetest.me service to supplement screening in your region.