

Sangix Appointments Terms & Conditions

1 Definitions and Interpretation

These Terms & Conditions ("Terms") govern the provision and use of **Sangix Appointments** (the "Service"), provided by **PORTALS UK Ltd** ("we", "us", "our"). By accessing or using the Service, the customer ("you") agrees to be bound by these Terms.

2 Licence and Subscription

The Sangix Appointments solution is provided under a subscription licence. The subscription covers the base product licence and the features listed in the applicable proposal or order form for a period of twelve (12) months, or such other period as specified in the applicable order form.

Subscriptions are not renewed automatically. Customers will be notified in advance of the licence expiry date, and the Service will display a 30-day countdown prior to expiry. The subscription will be renewed once payment has been received into our bank account.

We may, at our discretion, provide a grace period of up to thirty (30) days following licence expiry, subject to receipt of a written request confirming the customer's intent to renew. Upon licence expiry, staff and end users will no longer be able to access the Service. Data export provisions are set out in Section 9.

3 Use of the Service

You must use the Service in compliance with all applicable laws and regulations. You are responsible for ensuring that all use of the Service by your staff and authorised users complies with these Terms.

You must not misuse the Service, including attempting unauthorised access, introducing malicious code, or using the Service in a manner that could impair its availability or security.

4 Access and System Availability

The Service is accessible via the public internet for end users to register and book appointments, where applicable. The staff portal and end-user portal are also accessible via the public internet.

The Call-in Screen and Self Check-in Kiosk interfaces are, by default, accessible via the public internet. Access to these interfaces requires a randomly generated URL consisting of 32 characters. Customers are strongly encouraged to restrict access to these interfaces using the whitelisting functionality provided within the Service.

Unless whitelisting is applied by the customer, PORTALS UK Ltd shall not be responsible for unauthorised access arising from publicly accessible interfaces. Responsibility for network configuration and access controls rests with the customer.

For clarity, Call-in Screen and Self Check-in Kiosk refer solely to software interfaces and not to any physical hardware.

5 Supported Browsers and Compatibility

We support the following internet browsers: Microsoft Edge, Mozilla Firefox, and Google Chrome. For optimal performance and security, customers should use the latest available versions of supported browsers.

The Service may not function correctly when accessed via unsupported or outdated browsers.

6 Passwords and Authentication

Any passwords created or issued for use with the Service must be kept secure. Customers are responsible for all activity conducted using their credentials.

Where available, we recommend use of Single Sign-On (SSO) integration with the customer's authentication system to minimise password-related risks.

7 New Features and Change Requests

We release new features on a quarterly basis, informed by customer feedback and evolving security and technical requirements. All new releases are documented in Release Notes, which are available in-built within the Service. Critical bug fixes and security patches are deployed as soon as reasonably practicable.

Minor configuration changes and small functional enhancements may be provided as part of the subscription. Where a requested change requires material development effort, we will provide a separate quotation for customer approval.

Decisions regarding feature prioritisation and inclusion are made by PORTALS UK Ltd, taking into account overall product direction and customer impact.

8 Implementation and Go-Live

Implementation timelines are indicative only. While we will use reasonable efforts to meet agreed project milestones, we do not guarantee delivery dates and shall not be liable for delays.

Where delays are anticipated, customers will be kept informed of progress.

9 Data Management and Protection

The Service is hosted on Google Cloud Platform within the United Kingdom. We may, at our discretion, migrate the Service to an alternative cloud service provider in the future, provided that such migration does not materially reduce the security, compliance, or data residency commitments set out in these Terms. The customer acts as Data Controller and PORTALS UK Ltd acts as Data Processor.

All data entered into the Service remains the property of the customer. We will access or process customer data only as necessary to provide the Service, provide support, or comply with legal obligations.

Upon written request made within sixty (60) days following licence expiry, customer data will be exported and provided in a commonly used, machine-readable format. If no request is received within this period, data may be permanently deleted in accordance with our data retention policies.

10 Security and Compliance

Sangix Appointments is certified to ISO/IEC 27001 and is operated in accordance with recognised information security best practices. We maintain technical and organisational measures designed to protect customer data against unauthorised access, loss, or disclosure.

11 Business Continuity and Disaster Recovery

We maintain backup, monitoring, and recovery procedures designed to support continuity of the Service and timely restoration in the event of an incident. Details are available upon request.

12 Support and Monitoring

Support is provided via email, electronic service desk, and telephone during UK business hours (09:00–17:00, Monday to Friday, excluding public holidays). On-site support is available at an additional cost.

We do not provide direct support to end users such as patients. Support requests must be raised by the customer with sufficient information to allow investigation.

The Service is monitored remotely to detect availability and performance issues. Where faults are identified, we will use reasonable efforts to resolve them.

13 Freedom of Information (FOI)

Where the customer is subject to the Freedom of Information Act 2000 or similar legislation, we will provide reasonable assistance to enable compliance with information requests relating to the Service.

14 Limitation of Liability

We shall not be liable for any indirect, incidental, special, or consequential losses, including loss of profits, data, or goodwill, arising from use of the Service. We maintain professional liability insurance with a limit of indemnity of £1,000,000 per claim.

15 Changes to These Terms

We may update these Terms from time to time. Where changes are material, at least thirty (30) days' notice will be provided. Continued use of the Service following any update constitutes acceptance of the revised Terms.

16 Governing Law

These Terms shall be governed by and construed in accordance with the laws of England and Wales.

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