

Terms of Use – ozone.healthcare

Last updated 19th November 2025

Introduction

Please read these Terms of Use (“**Terms**”) carefully, as they govern your access and use of Ozone Health’s online telemedicine platform (“**ozone.healthcare**”), and any additional contracted services offered by Ozone Health (“**Services**”).

Use of Ozone Health’s Services are subject to the [Ozone Health Privacy Notice](#) and additional terms and conditions presented by Ozone Health, all of which are referenced across these Terms.

By signing up to, or otherwise using, ozone.healthcare, you agree to these Terms. If you do not agree to these Terms, you must not use any of Ozone Health’s Services, or access ozone.healthcare.

Service Provider

These Terms are between you and **Ozone Health Ltd**, Pod 2, The Treetops, Hesslewood Hall Business Centre, Ferriby Road, Hessle, HU13 0LH, United Kingdom.

Age and Eligibility Requirements

BY USING OZONE HEALTH’S SERVICES, YOU AFFIRM THAT YOU ARE 18 YEARS OR OLDER TO ENTER INTO THESE TERMS, OR, IF YOU ARE NOT, THAT YOU ARE 16 YEARS OR OLDER AND HAVE OBTAINED PARENTAL OR GUARDIAN CONSENT TO ENTER INTO THESE TERMS. Additionally, in order to use Ozone Health’s Services and access ozone.healthcare, you represent that any registration and account information that you submit to Ozone Health is true, accurate, and complete, and you agree to keep it that way at all times.

Clinical Liability

Ozone Health offers telemedicine Services to medical professionals through our ozone.healthcare platform. The platform offers the services of specialist consultants, who offer advice and guidance on patient conditions based on the data entered into the platform. This advice and guidance should be used in conjunction with the patient’s medical history and external notes, and the user should consider this before following any treatment plan – **the platform should be considered a tool to aid patient care, rather than a replacement for clinical decision making**. All data entered is by the user, and is displayed as entered by the platform. Ozone Health cannot accept any responsibility for incorrect or insufficient data being entered by the user, and any incorrect decisions that may arise from this are the responsibility of the medical professional using the Service. Any medical decisions made from data on the ozone.healthcare platform are at the sole discretion and liability of the user.

The ozone.healthcare platform also offers the functionality to record information such as safeguarding concerns, or patient allergies. Information such as this is only recorded by the system, and is not processed any further. **It is the responsibility of the user to raise any concerns over safeguarding with the appropriate authorities**. Ozone Health bears no liability for any concerns recorded, these are the sole responsibility of the user of the service.

Account Rules

Use of Ozone Health's Services may require creation of an Ozone Health account, which is used to access ozone.healthcare. Your username will be generated on creation of the account, and you may be asked to create a password for the account, which may be subject to security measures, such as minimum character counts. Your username and password are for your personal use only and should be kept confidential. You understand that you are responsible for all use (including any unauthorised use) of your username and password. Notify our [Support Team](#) immediately if your username or password is lost or stolen, or if you believe there has been unauthorised access to your account.

Ozone Health may reclaim, or require you to change, your username for any reason.

Your Rights to Use Ozone Health's Services

Access to Ozone Health's Services

Subject to your compliance with these Terms (including any other applicable terms and conditions), we grant to you limited, non-exclusive, revocable permission to make use of ozone.healthcare (collectively, "**Access**"). This Access shall remain in effect unless and until terminated by you or Ozone Health. You agree that you will not redistribute or transfer Ozone Health's Services.

ozone.healthcare is licensed, not sold or transferred to you, and Ozone Health retains ownership of ozone.healthcare and any additional contracted services offered by Ozone Health.

Ozone Health's Proprietary Rights

Ozone Health's Services are the property of Ozone Health. All Ozone Health trademarks, service marks, trade names, logos, domain names, and any other features of the Ozone Health brand ("**Ozone Health Brand Features**") are the sole property of Ozone Health. These Terms do not grant you any rights to use any Ozone Health Brand Features whether for commercial or non-commercial use.

You agree to abide by the Usage Rules and not to use Ozone Health's Services, ozone.healthcare, or any part thereof in any manner not expressly permitted by these Terms.

Your Data

All data added to the system remains your property, and Ozone Health take no ownership of this data. You control what data is added to the platform, and what the data is used for. Ozone Health processes this data as instructed, and may generate files and documents such as outcome letters if instructed to do so. These files transfer to be your property once generated, and will remain available to you indefinitely for the period of your use of ozone.healthcare, unless otherwise indicated.

Services and Content Usage Rules

Ozone Health's Services are licensed to you, not sold. Ozone Health grants you a personal, limited, non-transferable (i.e., only one user can use each account), revocable and non-exclusive license to use ozone.healthcare and any other Services contracted, subject to your compliance with these Terms. You may not access, copy, modify or distribute any of Ozone Health's Services, unless expressly authorised by Ozone Health or permitted by law. You may

not reverse engineer or attempt to extract or otherwise use source code or other data from Ozone Health's Services, unless expressly authorised by Ozone Health or permitted by law. Ozone Health owns and reserves all other rights, including all rights, titles and interests in the Ozone Health Services and ozone.healthcare, and associated intellectual property rights.

Fair Usage Policy

Our Services are designed for normal business use and are subject to this Fair Usage Policy. While we strive to provide unrestricted access, we monitor usage patterns to ensure service quality and platform stability for all customers.

Usage that may exceed normal patterns includes:

- website traffic volumes that create excessive server load or impact platform performance.
- resource consumption that significantly exceeds typical customer usage levels.
- activities that place an undue burden on our infrastructure.

If your usage significantly exceeds normal patterns or impacts our platforms, we may:

- contact you to discuss usage optimisation or alternative solutions.
- apply additional charges at commercially reasonable rates.
- implement temporary restrictions to protect platform stability.
- suspend the Services in extreme cases of platform impact.

Our commitment is that we will make commercially reasonable efforts to provide advance notice and work with you to find mutually acceptable solutions. Our team regularly analyse customer usage patterns to ensure our thresholds remain fair and reasonable for legitimate business use. These Terms of Use protect service quality for all customers while allowing us to address exceptional cases that impact our infrastructure.

Rules of Conduct

When you access or use Ozone Health's Services, you agree that you will not:

- violate any law, rule or regulation.
- interfere with or disrupt and of Ozone Health's Services or any server or network used to support or provide Ozone Health's Services, including any hacking or cracking into any Ozone Health Service.
- use any software or program that damages, interferes with or disrupts Ozone Health's Services, such as denial of service attacks, spamming, hacking, or uploading computer viruses, worms, Trojan horses, cancelbots, spyware, corrupted files and time bombs.
- interfere with or access another user's account or content (unless authorised through patient consent where the content concerns the patient).

Licensing

Ozone Health does not claim ownership rights of any content you may create or upload onto ozone.healthcare, including patient results, history, generated letters, or any other data or content. Your content belongs to you, and Ozone Health does not restrict you from using your

Content for any legal purposes, unless stated in additional terms for other Services Ozone Health may provide.

Privacy Notice

Privacy and security are at the heart of Ozone Health's Services. Please review our [Privacy Notice](#) to understand our use of your personal information. You acknowledge that you have reviewed and understand our Privacy Notice.

Ozone Health's Services are hosted within the United Kingdom and processed following local laws. If you access Ozone Health's Services from any other region of the world with laws or other requirements governing personal data collection, use, or disclosure that differ from applicable laws in the United Kingdom, then through your continued use of the Services, you are transferring your data to the United Kingdom, and you agree to have your data transferred to and processed in the United Kingdom.

Technical Requirements

Ozone Health does not guarantee that any Service, including ozone.healthcare, will be available at all times, in all locations, or at any given time or that any of Ozone Health's Services will continue to be offered for any particular length of time. Ozone Health does not guarantee that Ozone Health's Services can be accessed on all devices, by means of a specific Internet or connection provider, or in all geographic locations. ozone.healthcare is considered to work to the platform's highest potential when using the Google Chrome browser.

From time to time, Ozone Health may update, change or modify a Service without notice to you. These updates and modifications may be required in order to continue to use Ozone Health's Services.

Feedback and Suggestions

From time to time, Ozone Health may ask for your feedback on parts of the Services provided, or suggestions for improvements. Ozone Health are under no obligation to act on any feedback or suggestions given, and any changes that are made are under Ozone Health's sole discretion, unless required by law. You agree that any feedback or suggestions that are given are offered without expectation of compensation or credit if acted upon by Ozone Health.

Corrections

There may be information across Ozone Health's Services that contains typographical errors, inaccuracies, or omissions, including descriptions, pricing, availability and various other information.

We reserve the right to correct any errors, inaccuracies, or omissions and to change or update any information across the Services at any time, without prior notice.

Site Management

Ozone Health undertakes no obligation to update, amend or clarify information on our sites, including without limitation, pricing information, except as required by law. No specified update or refresh date applied on any of our sites should be taken to indicate that all information on the site has been modified or updated. Please remember when reviewing information on the sites that such information may not represent the complete information

available on a subject. In addition, subsequent events or changes in circumstances may cause existing information on the sites to become inaccurate or incomplete.

Changes to the Terms

Ozone Health may modify the Terms from time to time, so please review them frequently. For ozone.clinic users who accepted a previous version of the Terms, the revisions will become effective 30 days after posting at ozonehealth.co.uk/healthcare/terms. Your continued use of Ozone Health's Services means you accept these changes. Once you accept a version of the Terms, we will not enforce future material changes without your express agreement to them. If you are asked to accept material changes to the Terms and you decline to do so, you may not be able to continue to use Ozone Health's Services.

Contact Information

In order to resolve a complaint regarding Ozone Health's Services, or to receive further information regarding use of the Services, please contact us at:

Ozone Health
Pod 2, The Treetops
Hesslewood Hall Business Centre
Ferriby Road
Hessle
HU13 0LH

01482 908208

hello@ozonehealth.co.uk

Governing Law, Jurisdiction and Dispute Resolution

The Agreement and these Terms shall be governed by and construed in accordance with the law of England and Wales.

Unless any alternative dispute resolution procedure is agreed between the parties, the parties agree to submit to the exclusive jurisdiction of the Courts of England and Wales in respect of any dispute which arises out of or under this Agreement.