

Service Agreement: Bookable

healthtech-1

We exist to make free healthcare sustainable

Service Agreement: Bookable

Healthtech-1 has developed “Bookable,” a service that helps healthcare providers acquire and retain patients through a digital booking platform with the aim of dramatically improving the patient experience.

This agreement is made between

Healthtech-1 Limited (hereafter “Healthtech-1”, “we”, “us”, or “our”) is a company registered in England.

and

Your Healthcare Organisation (hereafter the “Healthcare Organisation,” “you”, or “your”).

Definitions

The terms used in this Agreement shall be taken as the definitions found within this Agreement or, when there is no definition, their reasonable or dictionary meaning.

“Bookable” (“Service”): The online platform and associated services offered by Healthtech-1 for the purposes of attracting, registering, and retaining patients.

“Patients”: Any individual seeking registration or appointment.

1. Using the service

By signing this Agreement, you confirm that:

- 1.1. You have the authority to agree to these terms on behalf of your Organisation(s).
- 1.2. You will use Bookable only in a professional capacity in connection with the provision of healthcare services.
- 1.3. You will comply with relevant laws and regulations (including NHS standards and Caldicott Principles).
- 1.4. You will provide accurate and complete information to Healthtech-1 and promptly inform us of any changes (such as staff access or business requirements).

Service Agreement: Bookable

- 1.5. By the nature of the Bookable service, you also agree to all Terms and Conditions laid out in the Automated Registrations Terms of Service agreement¹.
- 1.6. You agree to use Healthtech-1's automated GP2GP filing functionality to ensure timely transfer of the patient's record.
- 1.7. You instruct Healthtech-1 to provide you with a simplified website and listing within Bookable to support patients to access your services.
- 1.8. You will not attempt to copy, modify, reverse engineer, or create derivative works from any part of Bookable.
- 1.9. You will provide reasonable cooperation, access, and information to enable Healthtech-1 to deliver the Service and fulfil its obligations.
- 1.10. You will maintain the confidentiality and security of any Bookable login credentials, systems, or data.

Healthtech-1 aims to:

- 1.11. Provide a platform to help the organisation provide an improved standard of care to new patients by providing them with an appointment at the point of registration.
- 1.12. Deliver online support and assist with any significant outages during normal business hours.
- 1.13. Monitor performance metrics such as platform uptime, patient engagement, and acquisition rates.
- 1.14. Provide custom analytics dashboards, heatmaps, or other reporting tools for performance insights.
- 1.15. Collaborate with you to optimise practice profiles, scheduling availability, and patient experience.

2. Data Protection

- 2.1. You acknowledge that you are the Data Controller for patient data and Healthtech-1 is the Data Processor.
- 2.2. You agree that in addition to the Data Processing Agreement² provided by Healthtech-1 as part of the automated registration service, you allow Healthtech-1 to collect this additional data for the Bookable service:

Created At
Patient Details
Topic
Answered Questions (eg. appointment booking reason)
Contact Preferences
Proxy Information
NHSLoginType

¹ [Healthtech-1 Terms of Service](#)

² [Healthtech-1 Data Processing Agreement](#)

Service Agreement: Bookable

- 2.3. Upon request, your staff shall provide Healthtech-1 with access to relevant clinical systems and data needed to operate Bookable, including but not limited to patient data and practice-specific configurations.

3. Price of the service

- 3.1. Healthtech-1 will invoice on or around the 1st of the month £28 * (excl. VAT) for every patient that registers through Bookable for the previous month.
- 3.1.1. ** The price written here is indicative of a standard pricing plan with Healthtech-1. The actual agreed price between your organisation and Healthtech-1 will follow a specific agreement or as per the Sign Up Form.*
- 3.2. This price is not inclusive of the cost of Automated Registrations which will remain unaffected.
- 3.3. The payment terms for the invoice are 30 days.
- 3.4. If a patient leaves before 4 quarters of capitation have been paid, we'll reimburse £7 for every quarter the patient doesn't stay.

Example (all excl. VAT): If a patient is acquired by Healthtech-1 on 2nd January 2025, you will be invoiced £28 by Healthtech-1 on the 1st February. If the patient then leaves before the first quarter on 2nd February, Healthtech-1 will rebate £28 on 1st April. If the patient remains registered with the Practice until June 2nd, Healthtech-1 will have earned £7 and rebated £21. If the patient stays until January 1st, 2026, Healthtech-1 will have earned the maximum payment of £28.

- 3.4.1. Rebates will be deducted from the monthly invoice raised on or around January 1st, April 1st, July 1st, and October 1st. Healthtech-1 will provide monthly reporting on patient registrations and deductions, enabling timely rebate calculations.
- 3.4.2. If the rebate amount is larger than the invoice, outlined at 4.1, Healthtech-1 will hold this amount as a credit on the account to be deducted from future invoice periods.
- 3.4.3. Upon the termination of this Agreement, any amounts payable by Healthtech-1 will be due to you within 30 days.
- 3.4.4. For patients who are subject to a rebate in the months following the termination of this Agreement, any amounts payable will be due to you within 30 days.

4. Duration and Termination

- 4.1. This Agreement commences on the date of the last signature at the end of this document.

Service Agreement: Bookable

- 4.2. This Agreement will continue until terminated by mutual written agreement of both parties in the following ways:
 - 4.2.1. Healthtech-1 may suspend or stop providing Bookable for any reason. In this event, this Agreement terminates.
 - 4.2.2. You can terminate at any time but should provide 1 month's notice and allow Healthtech-1 a reasonable opportunity to address any concerns raised.
- 4.3. Upon termination, Healthtech-1 shall delete or return all Personal Data to you, subject to the Data Processing Agreement and any other legal retention requirements.
- 4.4. Rights or obligations that have accrued prior to termination remain unaffected.

5. Intellectual property and licence

- 5.1. Healthtech-1 grants you a non-exclusive, non-transferable, revocable licence to use the Bookable service for the purposes set out in this Agreement.
- 5.2. All intellectual property pertaining to Bookable or any associated Healthtech-1 service remains the right of Healthtech-1. Any feedback or suggestions provided become the property of Healthtech-1.

6. Technology

- 6.1. Healthtech-1 may update or modify Bookable at any time.
- 6.2. Bookable's uptime may be subject to third-party dependencies and external factors outside Healthtech-1's control.
- 6.3. Healthtech-1 will use reasonable efforts to minimise disruptions and provide timely support during outages.

7. Security and compliance

- 7.1. Healthtech-1 adopts industry-standard security measures consistent with NHS standards.
- 7.2. You agree to:
 - 7.2.1. Keep its own systems secure.
 - 7.2.2. Not share Bookable login credentials with unauthorised individuals.
 - 7.2.3. Promptly notify Healthtech-1 of any suspected breach or unauthorised access.
- 7.3. Both parties agree to comply with NHS regulations, Caldicott Principles, and data privacy laws (including UK GDPR).
- 7.4. If you suspect misuse of Bookable, it must promptly notify Healthtech-1.

- 7.5. Healthtech-1 reserves the right to investigate any alleged violation and take measures, including suspension or contract termination if misuse is confirmed.

8. Liability

- 8.1. Services are provided “as is” without any express or implied warranty regarding uptime, specific functionality, or fitness for a particular purpose.
- 8.2. Foreseeable Damages: Healthtech-1 is responsible for foreseeable damages caused by its breach of this Agreement.
- 8.3. Excluded Losses: Healthtech-1 shall not be liable for indirect or consequential losses, including lost profits, lost data, or third-party claims not directly arising from Healthtech-1’s breach.
- 8.4. Limitation: Healthtech-1’s total aggregate liability under this Agreement shall not exceed £1,000,000 per year, unless otherwise prohibited by law.
- 8.5. Patient Language Translations (if applicable): Where Bookable provides automated translations, these are for convenience only. Healthtech-1 is not responsible for translation inaccuracies or resulting damages.

9. Third Parties

- 9.1. Bookable uses third-party sub-processors (eg. payment processors, SMS/email gateways, hosting providers).
- 9.2. Healthtech-1 ensures these sub-processors meet UK GDPR and NHS Digital standards, but bears no liability for downtime or issues caused solely by these third parties.
- 9.3. You acknowledge certain disclaimers related to third-party functionality.

10. General

10.1. Changes to Terms

- 10.1.1. Healthtech-1 may update these Terms at any time. We will notify you of significant changes, and the latest version will be posted on our website.
- 10.1.2. If any provision is deemed invalid, the remainder of this Agreement continues in full effect.
- 10.1.3. Failure by either party to enforce any provision is not a waiver of future enforcement.

10.2. Assignment

- 10.2.1. You cannot assign or transfer this Agreement without Healthtech-1’s prior written consent.

Service Agreement: Bookable

- 10.2.2. Healthtech-1 may transfer or subcontract its rights and obligations, provided it does not materially adversely affect other parties to this Agreement.

10.3. Disputes & Governing Law

- 10.3.1. The Agreement is governed by English law, and disputes shall be subject to the exclusive jurisdiction of the English courts.
- 10.3.2. Both parties will attempt to resolve disputes informally and in good faith before resorting to litigation.

Acceptance & Agreement

By signing below, the parties acknowledge and agree to the terms of this Agreement.

For Healthtech-1 Limited

For the Healthcare Organisation

Signature:

Signature:



Date:

Date:

Name:

Rajkumar Kohli

Name:

Title:

Director

Title:

Company: