



TERMS OF USE

These Terms of Use govern access to and use of the Unite TeleHealth platform (“the Platform”) by “the health Facility” and its authorized staff. The Platform is operated by Unitecare Software Solutions FZE (“Unitecare”). These Terms apply alongside, and do not replace, the Master Service Agreement between the Facility and Unitecare.

1. Who May Use the Platform

Access is limited to the Facility's authorized staff: front desk and administrative users for booking and scheduling, and DHA-licensed physicians for the delivery of teleconsultations. The Facility is responsible for every action taken under its staff's accounts and must revoke access promptly when a staff member leaves or a physician's licence lapses.

2. Acceptable Use

The Platform may only be used to deliver and manage video teleconsultations within its intended scope — it does not cover emergency care, in-person services, or home visits. The Facility shall not configure, request, or permit any bypass of the Platform's patient identity verification, consent capture, or recording controls, and shall not use the Platform to deliver a service or specialty it has not determined, through its own clinical governance, to be appropriate for teleconsultation.

3. Facility Obligations

The Facility warrants that it holds a valid DHA facility licence permitting teleconsultation services, that every physician using the Platform holds current DHA licensure, and that it has designated an accountable Medical Director or Telehealth Clinical Lead for teleconsultation quality and safety. The Facility shall notify Unitecare in writing within two (2) business days of any suspension, revocation, or material change to either licence.

4. Data, Security and Shared Responsibility

Patient data processed through the Platform is hosted on Microsoft Azure UAE North, does not leave the UAE, and is encrypted at rest and in transit. Unitecare is responsible for the technical and procedural assurance of the Platform; the Facility retains full clinical and regulatory accountability for care delivered through it.

5. Intellectual Property and Confidentiality

The Platform, including its software, design, and documentation, remains the property of Unitecare. The Facility shall not infringe Unitecare's intellectual property rights, and both parties shall keep confidential any information about the other's business obtained in the course of this relationship, in accordance with the Master Service Agreement.

6. Liability

Unitecare is not liable for indirect or consequential loss, including loss of profits, business, revenue, or goodwill, or for loss arising from events beyond its reasonable control. This Platform is provided on the basis described in these Terms and the Master Service Agreement, without warranties beyond those stated in either document.



7. Suspension and Changes

Unitecare may suspend the Facility's access to the Platform where required by law or regulation, where a Facility or physician licence lapses, or where these Terms are materially breached and not remedied after written notice. These Terms may be updated from time to time; continued use of the Platform after a change constitutes acceptance of the updated Terms.

8. Governing Law

These Terms are governed by the laws of Dubai, UAE. Any dispute shall be referred to the courts of Dubai, UAE. For platform support, contact support@unite.care.

